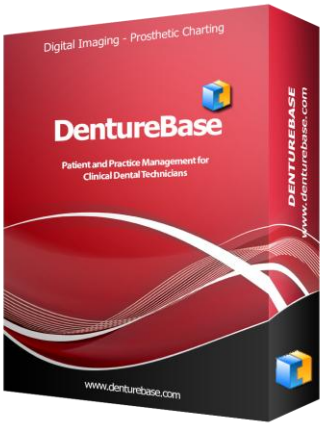
DentureBase User Manual

Unlocking Practice Potential

V1.582 Pro Upgrade



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Introduction

Overview

DentureBase is a Microsoft Access based database application developed specifically for Clinical Dental Technicians (CDT) to hold, track and mine patient and practice information. DentureBase provides a quick and easy to use interface to hold patient information allowing instant retrieval of input of information at your finger tips giving you more time to devote to the care and treatment of your patients.

DentureBase provides a powerful tool to streamline your patient records and practice management to help unlock your practice potential utilizing single screen input and report driven data mining facilities.

PATIENT FOCUS

DentureBase focuses on the following patient details:

- Contact Information
- Patient Imaging
- Pathology Charting
- Pathology Imaging
- Patient Alerts
- Personal Information
- Medical Histories
- Medical Conditions
- Intra and Extra Oral Examinations
- Previous and Existing Denture History
- Prescription/Treatment Planning
- Treatment Notes
- Appointing
- Referral Packaging

PRACTICE MANAGEMENT

The following are the practice management techniques supported by DentureBase:

- Patient Recalls
- Pending Recalls
- Full Reporting Facilities
- Post Code Analysis
- Advertising Tracking
- Direct Patient Marketing
- Income Breakdown
- Product Breakdown
- Practice Management
- Backup and Restore

By integrating DentureBase into your practice you will enhance your delivery of patient care and after service, as a result your practice will flourish and your patients will appreciate the personal contact you develop with them.
For any questions please contact:
clivewalkden@hotmail.co.uk

Version

DentureBase Version 1.528

- Patient Record keeping
- Practice management
- Marketing
- Patient Contact
- Microsoft Office Access Runtime Files

Cost

The initial software cost of DentureBase is provided free of charge. You are free to use DentureBase for a period of 12 months from the installation date. After the integration and evaluation period has elapsed you must register your installation for continued use.

License

DentureBase is provided on an annual license agreement. The cost of the annual License is £300.00 pa. After the free initial evaluation / integration period has finished the annual license must be renewed for continued use of DentureBase. You will be prompted to renew your license by the DentureBase system 30 days before elapse.

For further registration details please contact:
clivewalkden@hotmail.co.uk

Getting Started

Before You Begin

Here are a few things to consider before you begin recording patient information.

Understanding DentureBase

At first it may seem daunting using and understanding a digital record keeping system. Just like any other software it takes time and patience to learn the full features and power of the system. It is very worthwhile taking time to study this User Manual in depth and practice using DentureBase. If you get into difficulties registered users can get Help and Advice from the Denture Base Team, email.
clivewaldken@hotmail.co.uk
T: 07976 929656

General Dental Council Guidelines on Record keeping

You should make yourself familiar with the rules and best practice advice provided by the GDC at http://www.gdc-uk.org

DATA PROTECTION ACT 1998

You should make yourself familiar with the rules concerning keeping information at http://www.opsi.gov.uk/ACTS/acts1998/19980029.htm

Recording Information

As with all information systems the information that can be retrieved is only as good as the information that is put in. This means that quality and accuracy are essential to the value of your database and your ability to use the information in a meaningful way. It is your responsibility to ensure that the information entered into DentureBase is accurate and contemporaneous.

Protecting Information

As a professional practitioner you are responsible for the protection and security of your patient's information. As part of your daily routine you should make sure you backup DentureBase. A backup utility is included in the package to enable you to do so.

GDC Extract

Protecting patients' confidential information:

THIS PRINCIPLE SETS OUT THE NEED TO TREAT INFORMATION ABOUT PATIENTS AS CONFIDENTIAL, USING IT ONLY FOR THE PURPOSES FOR WHICH IT WAS GIVEN. DENTAL PROFESSIONALS SHOULD ALSO TAKE STEPS TO PREVENT ACCIDENTAL DISCLOSURE OR UNAUTHORISED ACCESS TO CONFIDENTIAL INFORMATION BY KEEPING INFORMATION SECURE AT ALL TIMES.

IN SOME LIMITED CIRCUMSTANCES DISCLOSURE OF CONFIDENTIAL PATIENT INFORMATION WITHOUT CONSENT MAY BE JUSTIFIED IN THE PUBLIC INTEREST (FOR EXAMPLE TO ASSIST IN THE PREVENTION OR DETECTION OF A SERIOUS CRIME) OR MAY BE REQUIRED BY LAW OR BY COURT ORDER. DENTAL PROFESSIONALS SHOULD SEEK APPROPRIATE ADVICE BEFORE DISCLOSING INFORMATION ON THIS BASIS

System Requirements

DentureBase is a Microsoft Office Access application and requires the correct application software to be installed on the computer that will run the program. The latest version of DentureBase comes complete with all the necessary files required to run the program in the installation package. These files are the runtime version of MS Office Access and not the full Office package.

Example

1.5 GHz PC or higher
Windows /XP/VISTA
Microsoft Office PRO 2003, XP, VISTA

DentureBase Components

Registered Version will have the following DentureBase components:

- DentureBase program
- This help file
- Help file contents
- Uninstall program
- Backup & Restore utility
- Support and Help
- Software license
- Network Service
- Remove Register Nag screen
- Access to Password Utility
- MS Office Access Runtime Files

Installation

To Install DentureBase

1. Insert the DentureBase CD ROM into your CD drive
2. The CD ROM will auto start
3. Follow the on screen install instructions to install DentureBase on your computer.

It is recommended that you register your copy of DentureBase as soon as possible.

Uninstall

To remove DentureBase from your computers do one of the following:

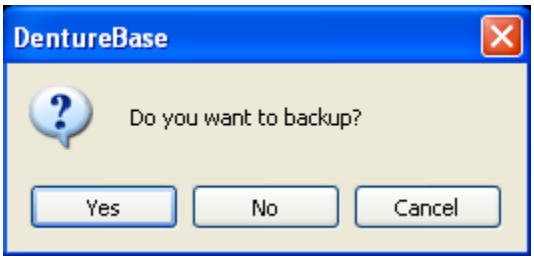
Add/Remove Programs

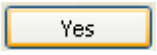
4. Click the [Start] button
5. Select Settings > Control Panel.
6. Double-click Add/Remove Programs.
7. Click Install/Uninstall.
8. Then select DentureBase from the list of programs that can be automatically removed.
9. Click the [Remove...] button to uninstall DentureBase.

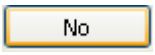
Backing Up

To Backup DentureBase

You will be prompted to Backup DentureBase each time you exit the program as shown below;



1. Click 

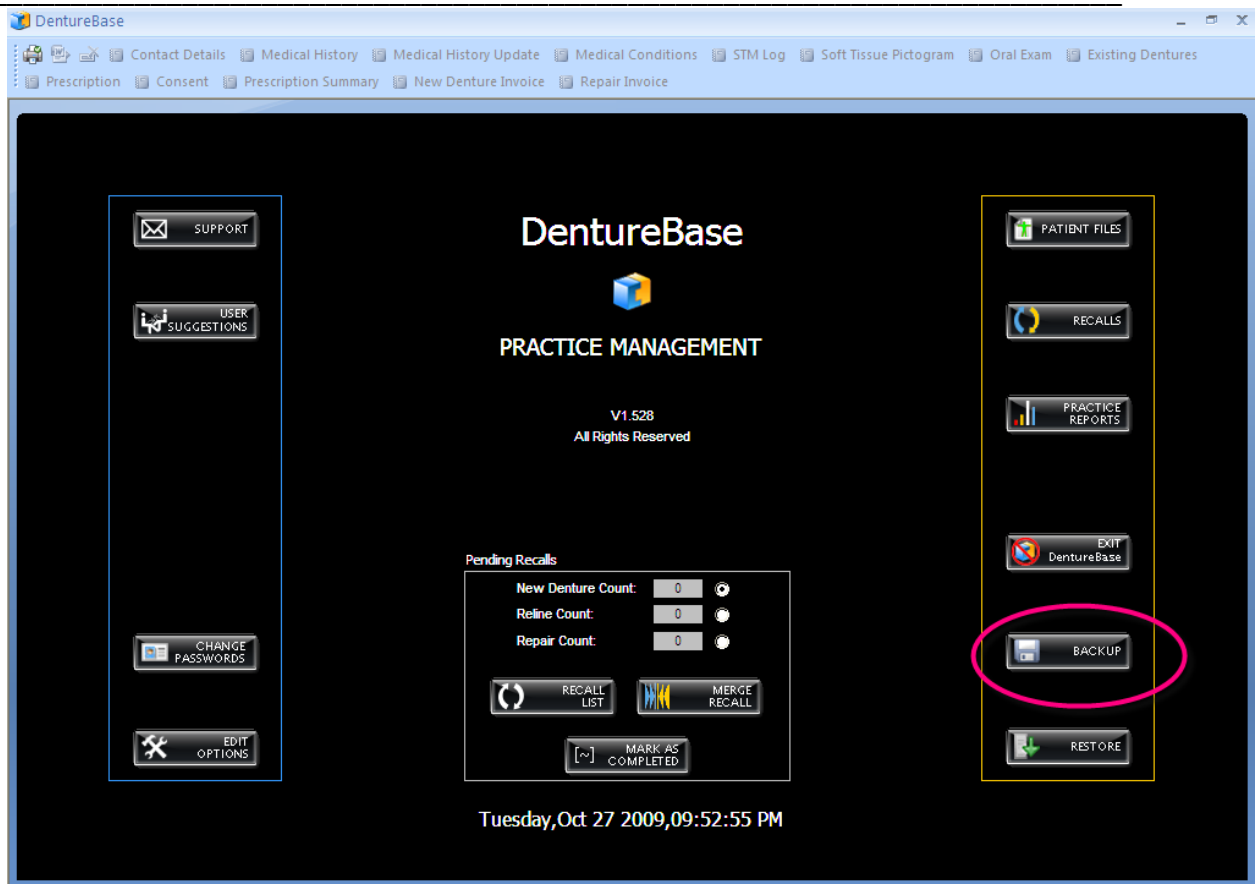
to backup.
2. Click 

if you do not prefer to backup.
3. Click

if you want to abort the action.

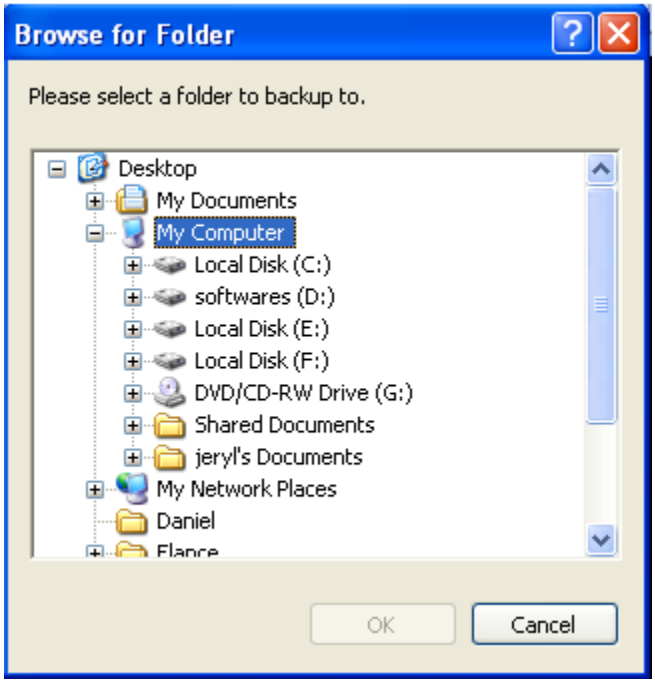
You can backup at any time by following the steps shown below:

1. Return to the main screen – shown below:

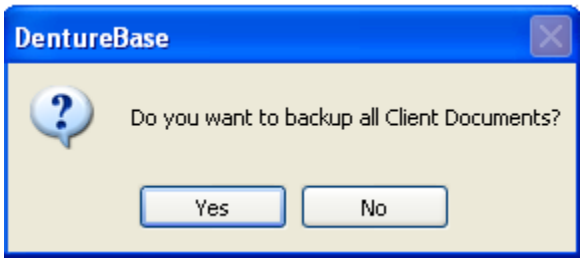


2. Click

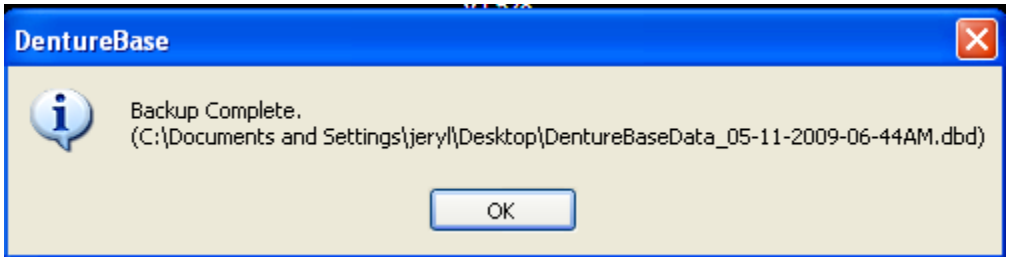
button.
3. Choose a location or browse for the folder for your backup as shown below:



4. Follow screen instructions.
5. Click OK after choosing the folder. The following dialog box is shown:



6. Click Yes to backup all the client documents.
7. Click No if you do not prefer to backup all the client documents.
8. Once the backup is complete the following screen is displayed.



9. Click OK to proceed further.

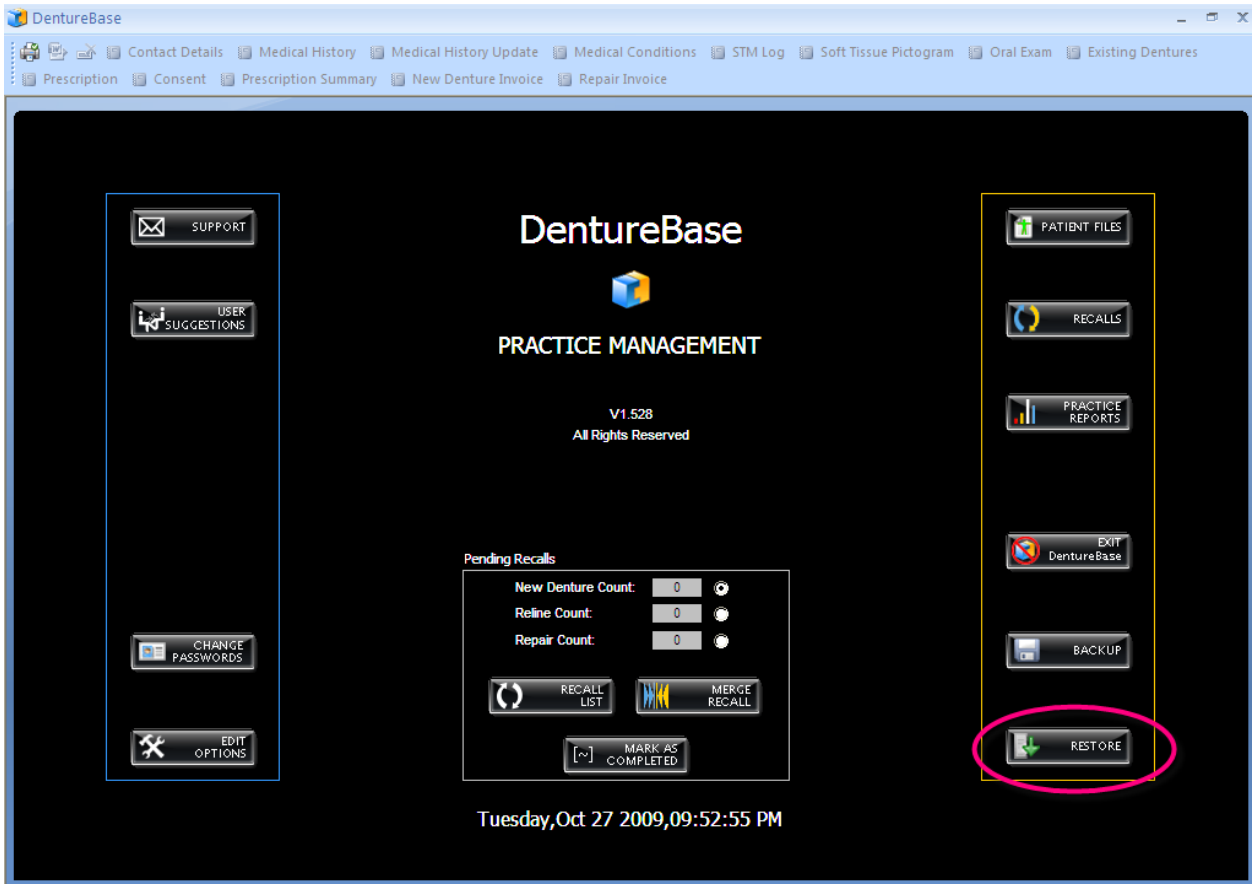
It is recommended that you back up each time you exit the system. For security purposes backups should be done to removable media e.g. Memory stick, CD Rom etc and kept in a secure off site location. The user is entirely responsible for backing up their data.

Restoring

To restore DentureBase

Should a disaster occur and current data is lost you can restore a previous backup of your data. Obviously, if regular backups have been carried out then the amount of catch up data that needs to be done can be minimized, this is the reason for backing up daily.

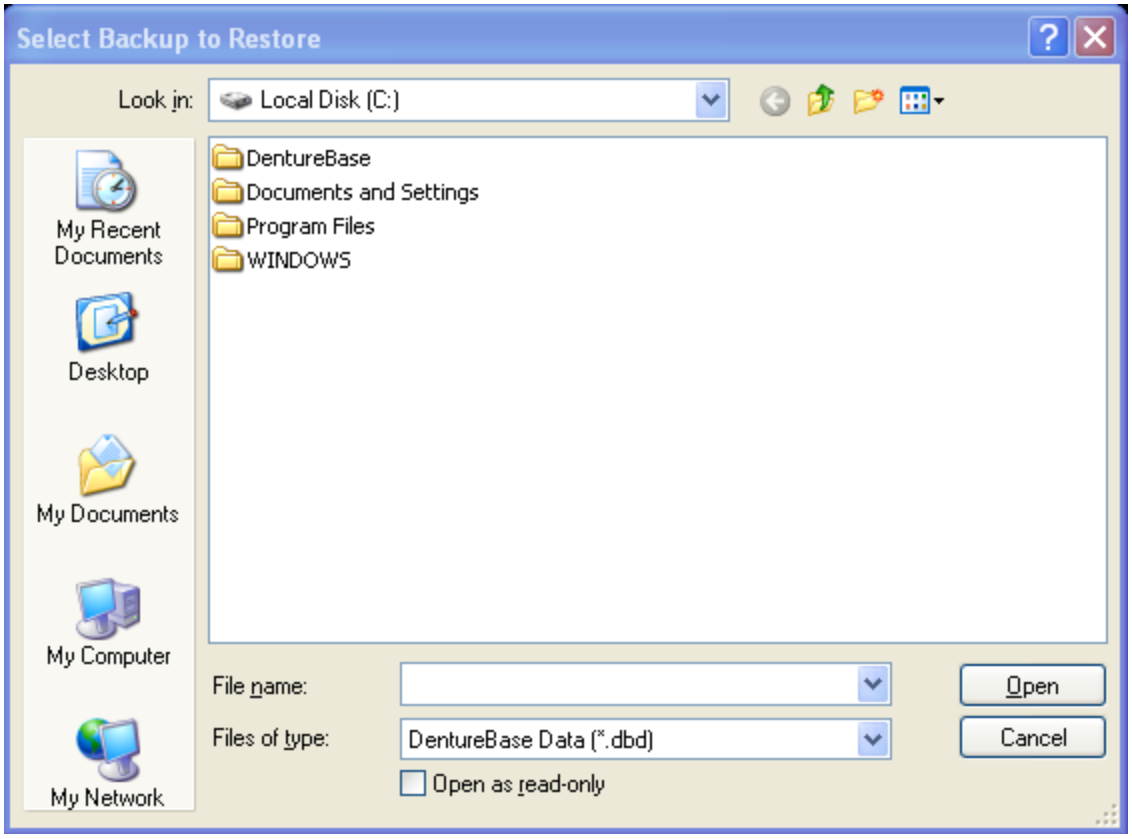
1. Return to 'Main Screen'



2. Click

button.

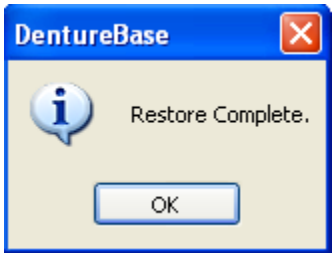
3. Locate your backup copy or select backup to that needs to be restored.



4. Click

to open the file.
5. Click

to abort the action.
6. Follow onscreen instructions.
7. The following dialog box is displayed once the restoration is complete.



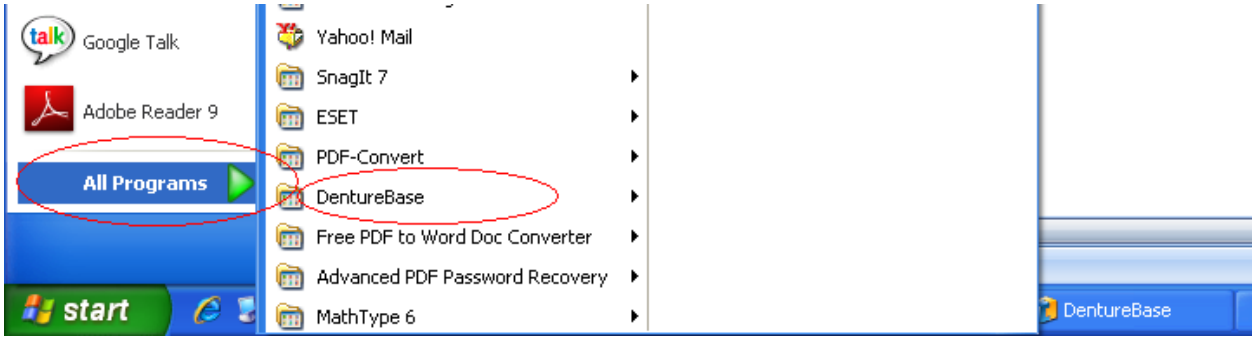
8. Click

to proceed further.

Starting the program

To start DentureBase

1. Locate the DentureBase shortcut icon on your 'Desktop'.
2. Or Select DentureBase from All Programs as shown below:



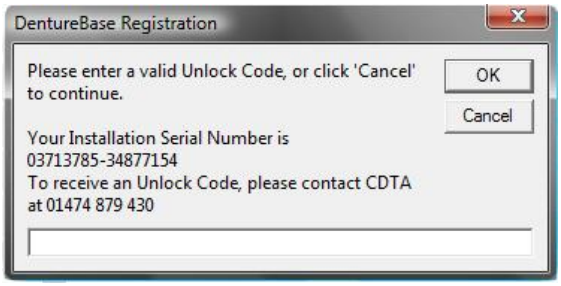
3. Double click the ' DentureBase Icon ' to open DentureBase.
4. Follow the on screen instruction.

Either use DentureBase in the evaluation version or Register to use gain access to the full version and support. You are free to use the Evaluation version of DentureBase for the period specified. After this period has expired you must purchase a User License to continue using the program.

Using DentureBase

To open and start using DentureBase

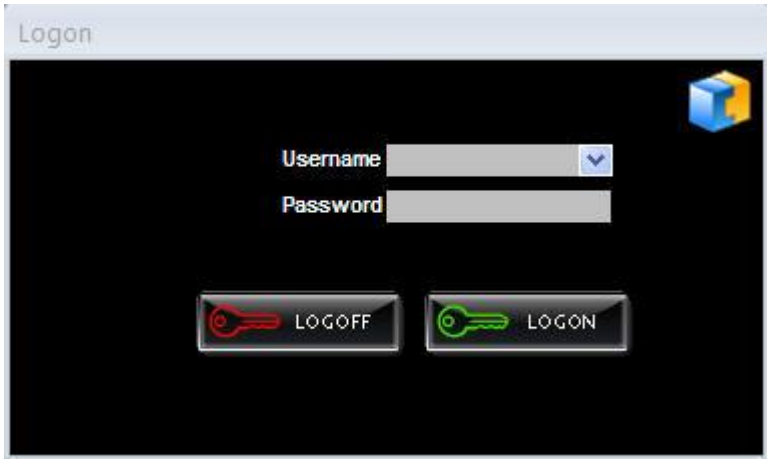
1. From your desktop double click the ' *DentureBase'* shortcut icon. The first screen you will see is the DentureBase registration screen.


DentureBase Registration
Please enter a valid Unlock Code, or click 'Cancel' to continue.
OK
Cancel
Your Installation Serial Number is
03713785-34877154
To receive an Unlock Code, please contact CDTA at 01474 879 430

2. The Registration Screen will appear every time you open DentureBase.
3. To remove the Registration Screen you must Register DentureBase.
4. To receive full support you must be a registered user.
5. If you wish to register DentureBase and unlock the full features now, please call the CDTA office on the number you see on the screen for further details.
6. At this point it is a good idea to take a note of the ' *Serial Number* ' including the hyphen, this number is unique to you and will be required if you wish to register your copy; however you can note this number at any time on opening DentureBase during the evaluation period
7. If you do not wish to register now, Click' OK *or* Cancel ' to continue to the ' Logon Screen. '

Logon

The evaluation copy comes with default Logon details.

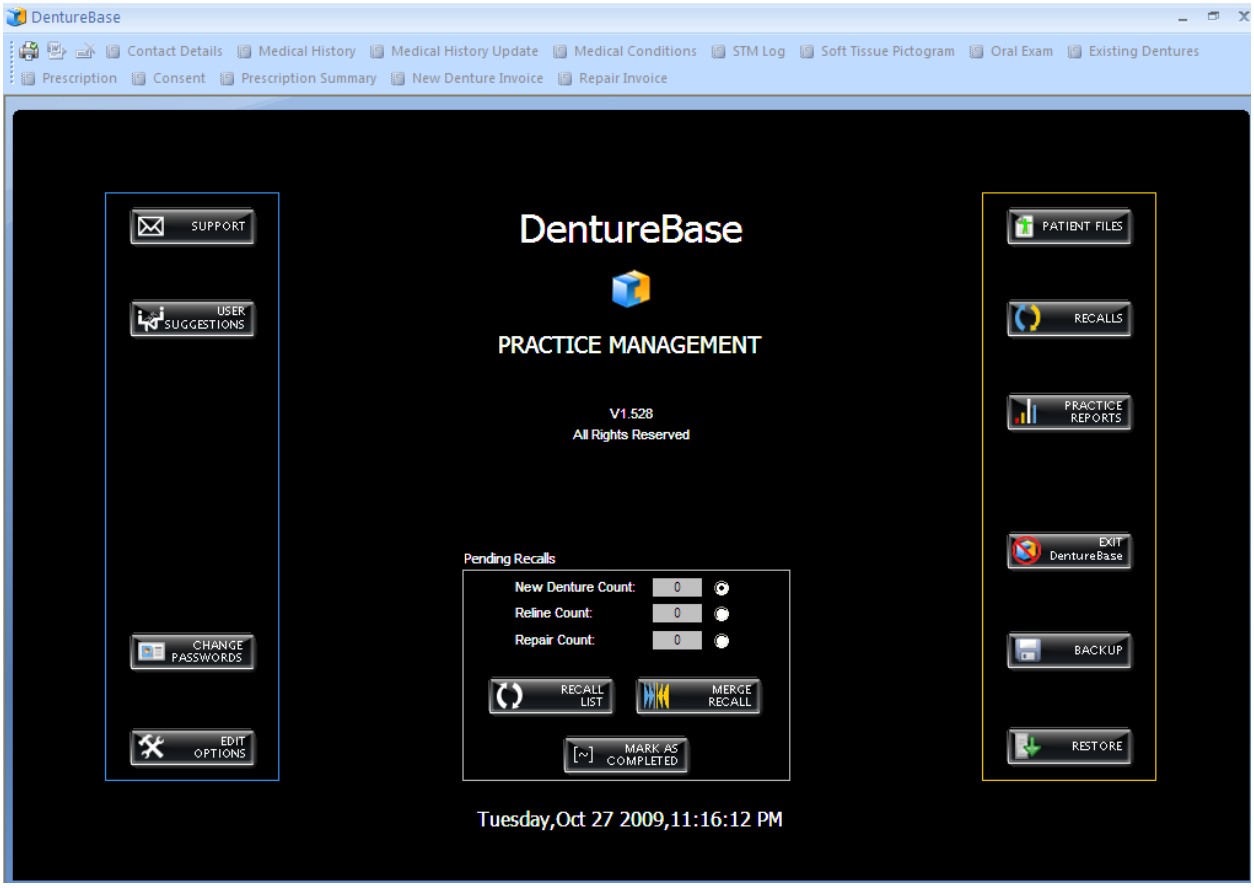


1. Enter the default ‘logon’ Details’.
2. Select the **User name** from the drop down list as Admin
3. Enter the **Password** as admin
4. Click

to enter the DentureBase ‘Main Menu’ screen.
5. Registered users have full access to the ‘Change Passwords’ facility

Main Menu

Once you logon to the DentureBase, the following screen is displayed:



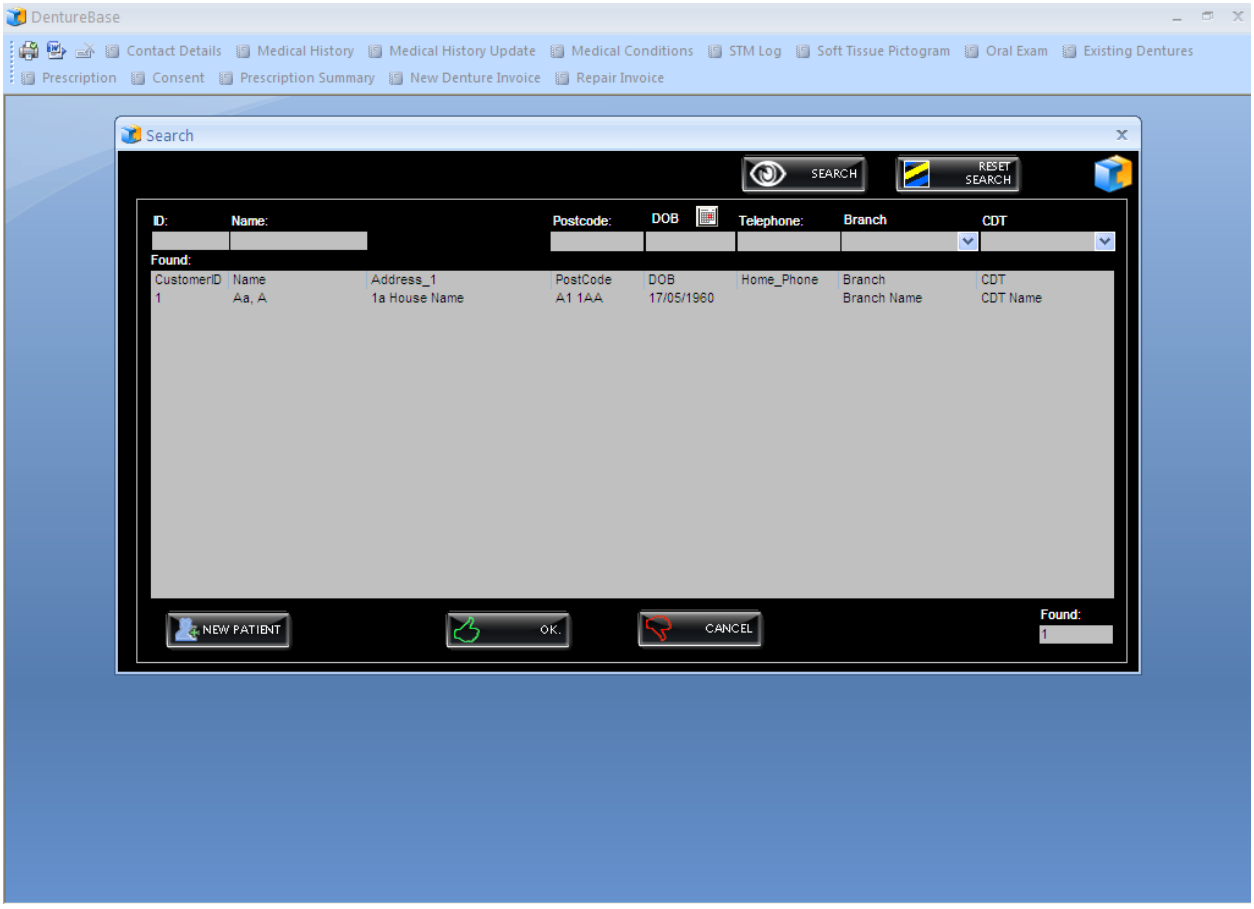
1. The Main Menu screen is the main navigation area of DentureBase and consists of 10 navigation command buttons and a Recall Reminder utility (Pending Recalls) with 3 command buttons.

2. Ten Navigation command buttons are:

- **Patient Files**

Click

to enter, search or edit the patient details.

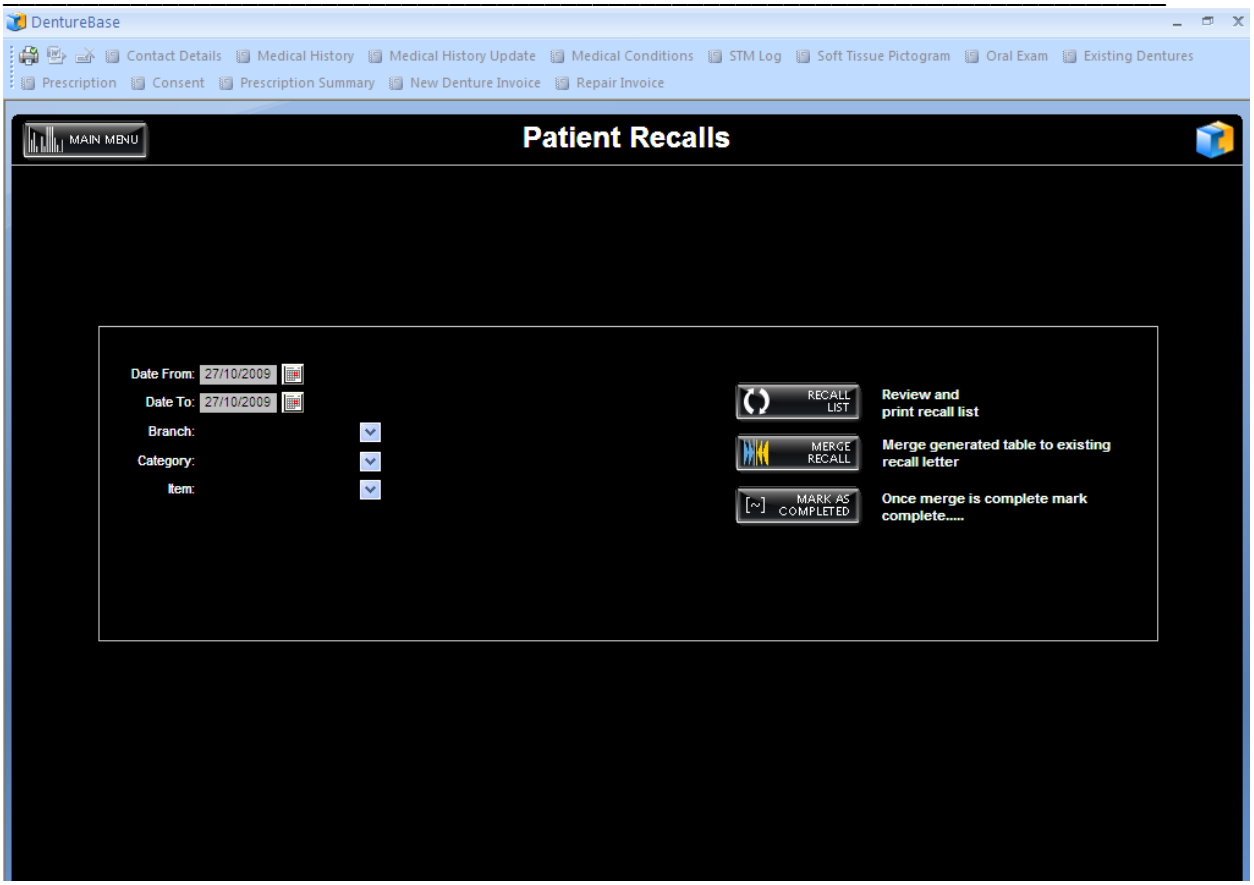


New patient details like Name, Address, Post Code, DOB, Phone number, CDT name can be entered. A patient detail can also be searched from the list of patients. Any patient can also be selected to edit the information pertaining to them.

- **Recalls**

Click

to enter the Recall / Mail Merge utility.

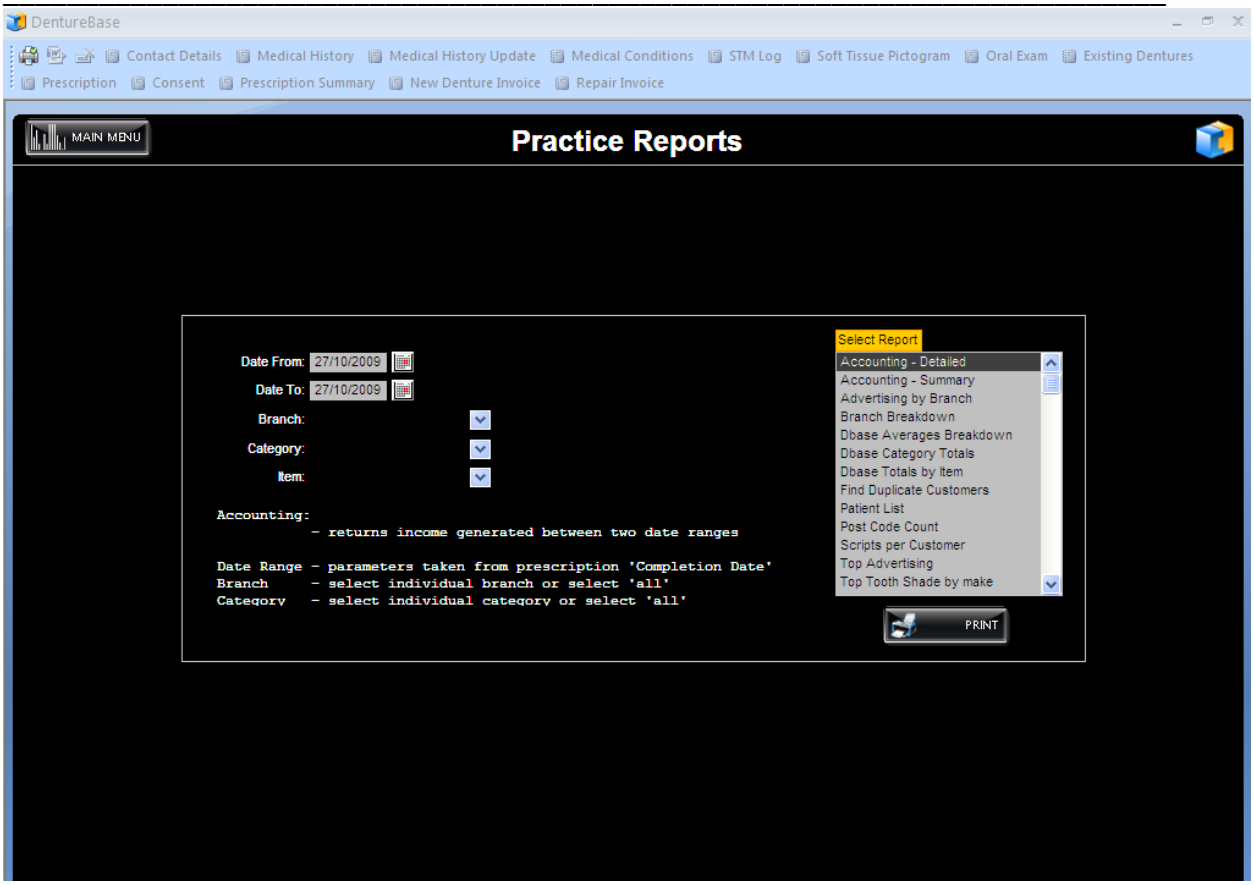


In the recall option, you can review and print recall list, merge generated table to existing recall letter, and can be marked as completed once the merge is complete.

- **Practice Reports**

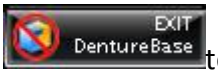
Click

to print the practice reports for a selected branch, category and item.



The date range can be selected for which the report needs to be printed.

- **Exit DentureBase**

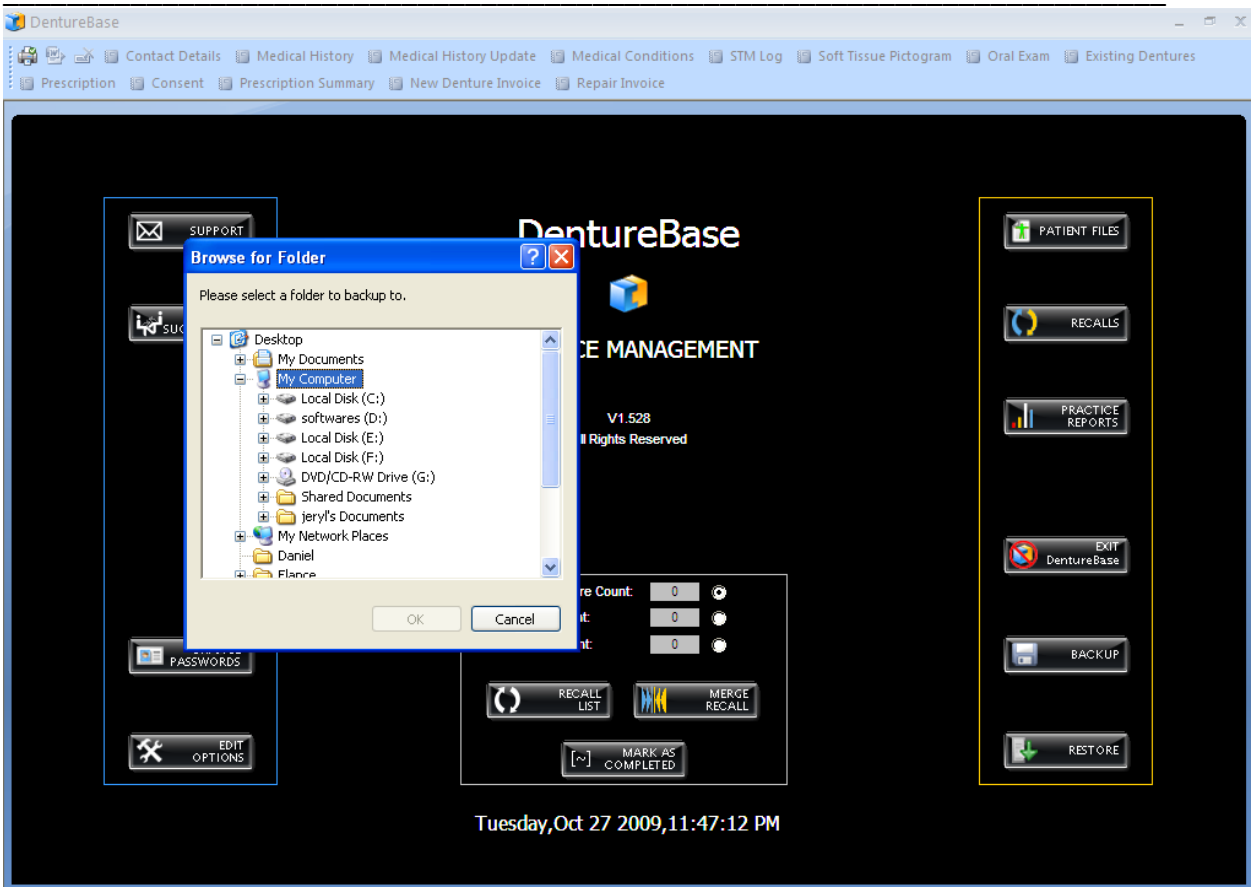
Click 

to Exit DentureBase. When you want to exit DentureBase, a dialog box opens and asks for backing up.

- **Backup**

Click

to perform a Data Backup.

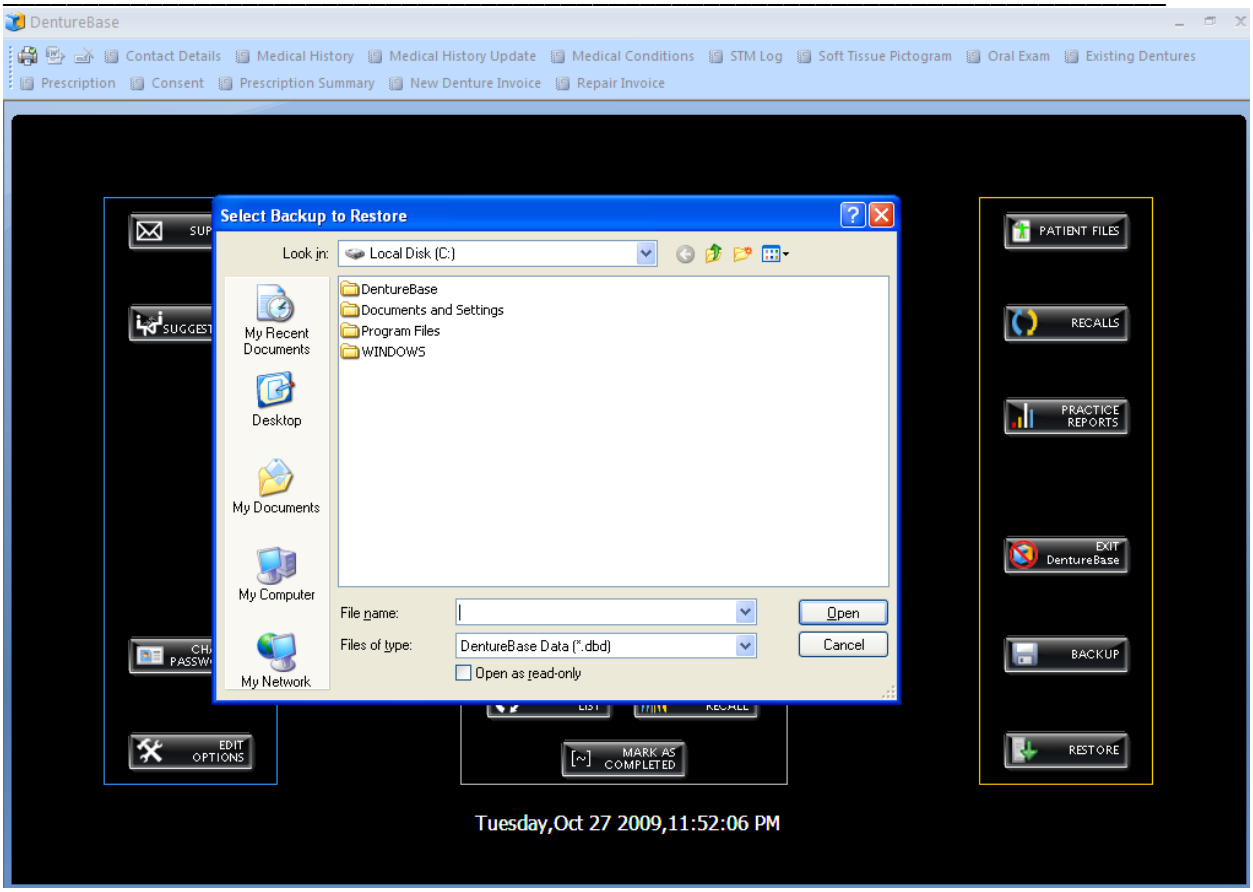


Refer Backing up.

- **Restore**

Click

to perform a Data Restore procedure.

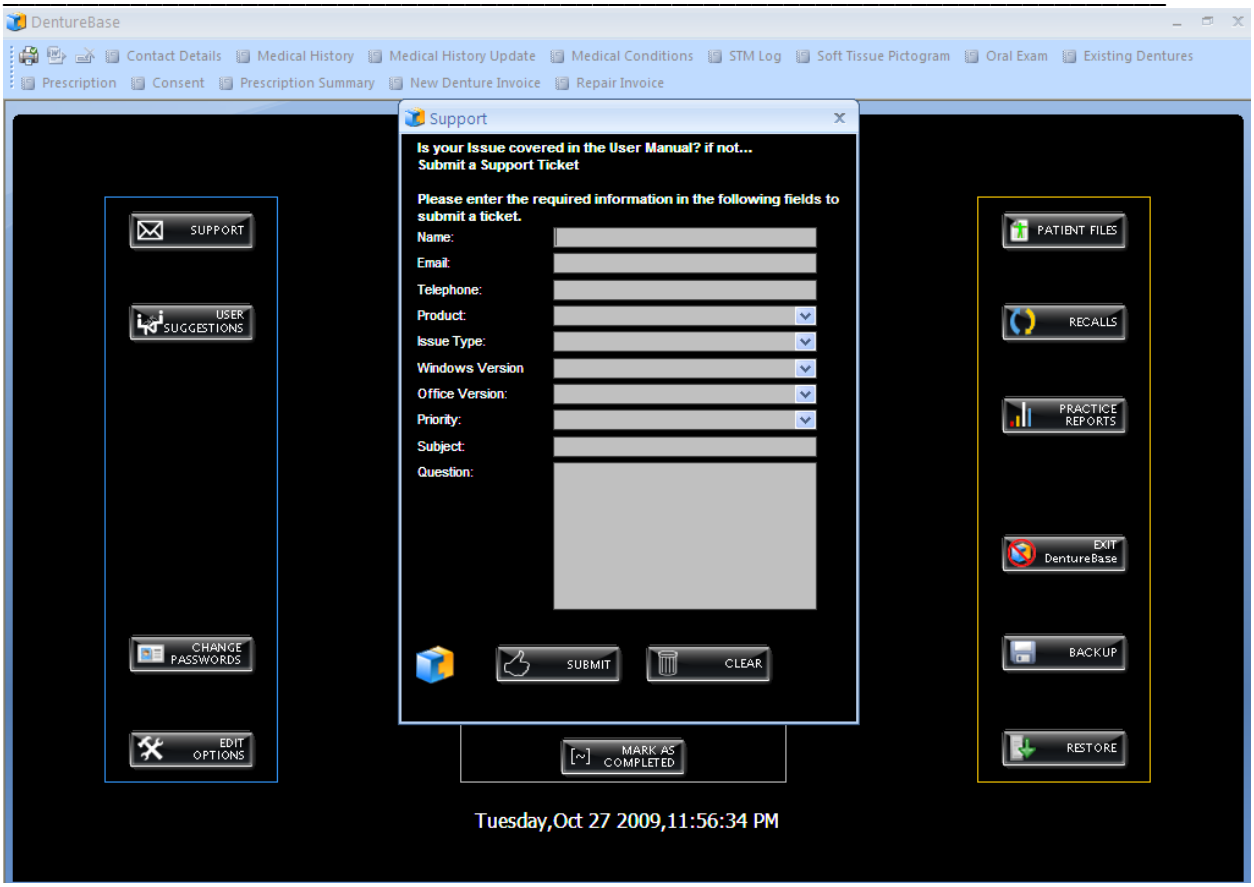


Refer Restoring.

- **Support**

Click

to send a Help and Support email ticket.

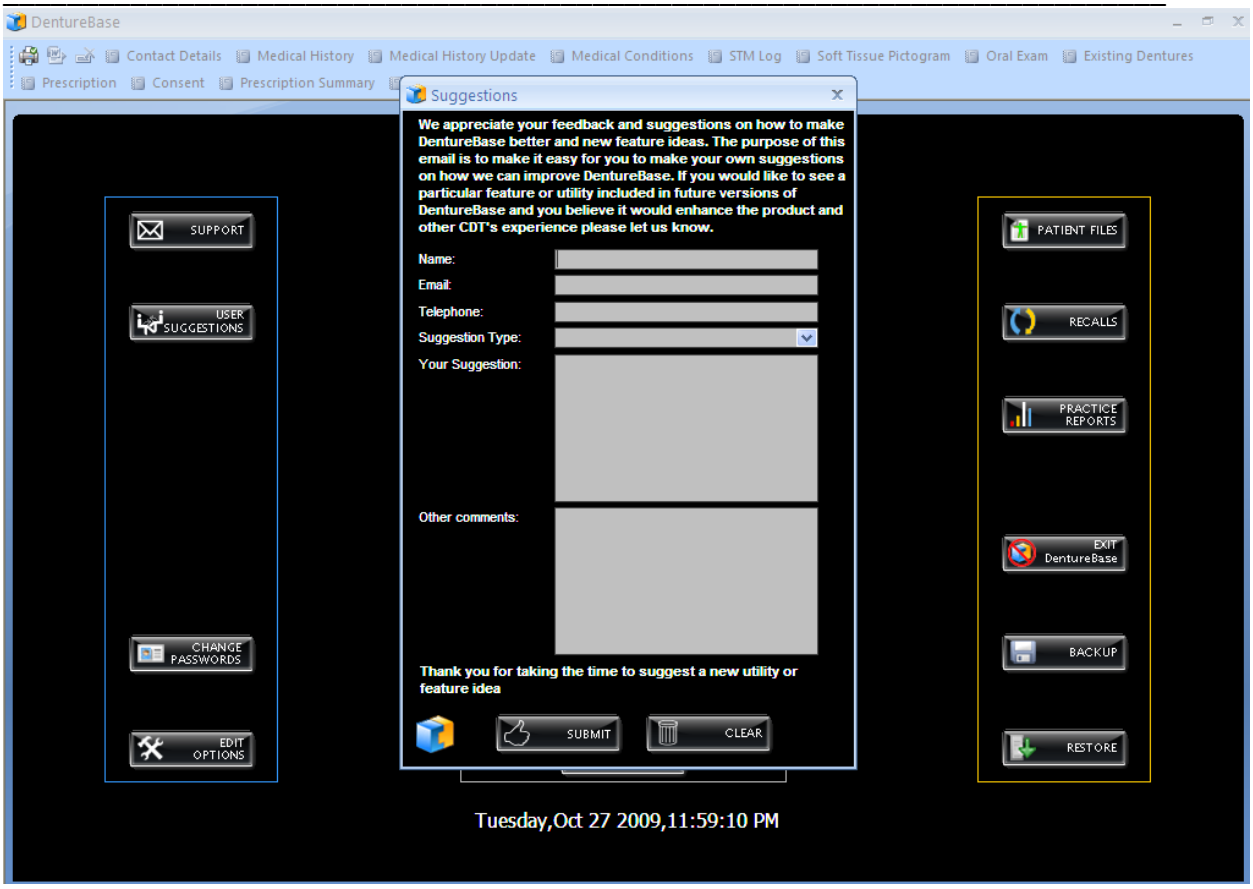


If you find that your issue is not covered in the user manual, then you can submit a help ticket by entering a question and the other required information in the support form.

- **User Suggestions**

Click

to send a suggestion or request for future versions of DentureBase.


DentureBase
Contact Details
Medical History
Medical History Update
Medical Conditions
STM Log
Soft Tissue Pictogram
Oral Exam
Existing Dentures
Prescription
Consent
Prescription Summary
Suggestions
We appreciate your feedback and suggestions on how to make DentureBase better and new feature ideas. The purpose of this email is to make it easy for you to make your own suggestions on how we can improve DentureBase. If you would like to see a particular feature or utility included in future versions of DentureBase and you believe it would enhance the product and other CDT's experience please let us know.
Name:
Email:
Telephone:
Suggestion Type:
Your Suggestion:
Other comments:
Thank you for taking the time to suggest a new utility or feature idea
SUBMIT
CLEAR
SUPPORT
USER SUGGESTIONS
CHANGE PASSWORDS
EDIT OPTIONS
PATIENT FILES
RECALLS
PRACTICE REPORTS
EXIT DentureBase
BACKUP
RESTORE
Tuesday,Oct 27 2009,11:59:10 PM

User Suggestions enables you to leave your feedback and suggestions about the DentureBase application which would help in the future versions of DentureBase.

- **Change password**

Click

to enter the Password Options screen.

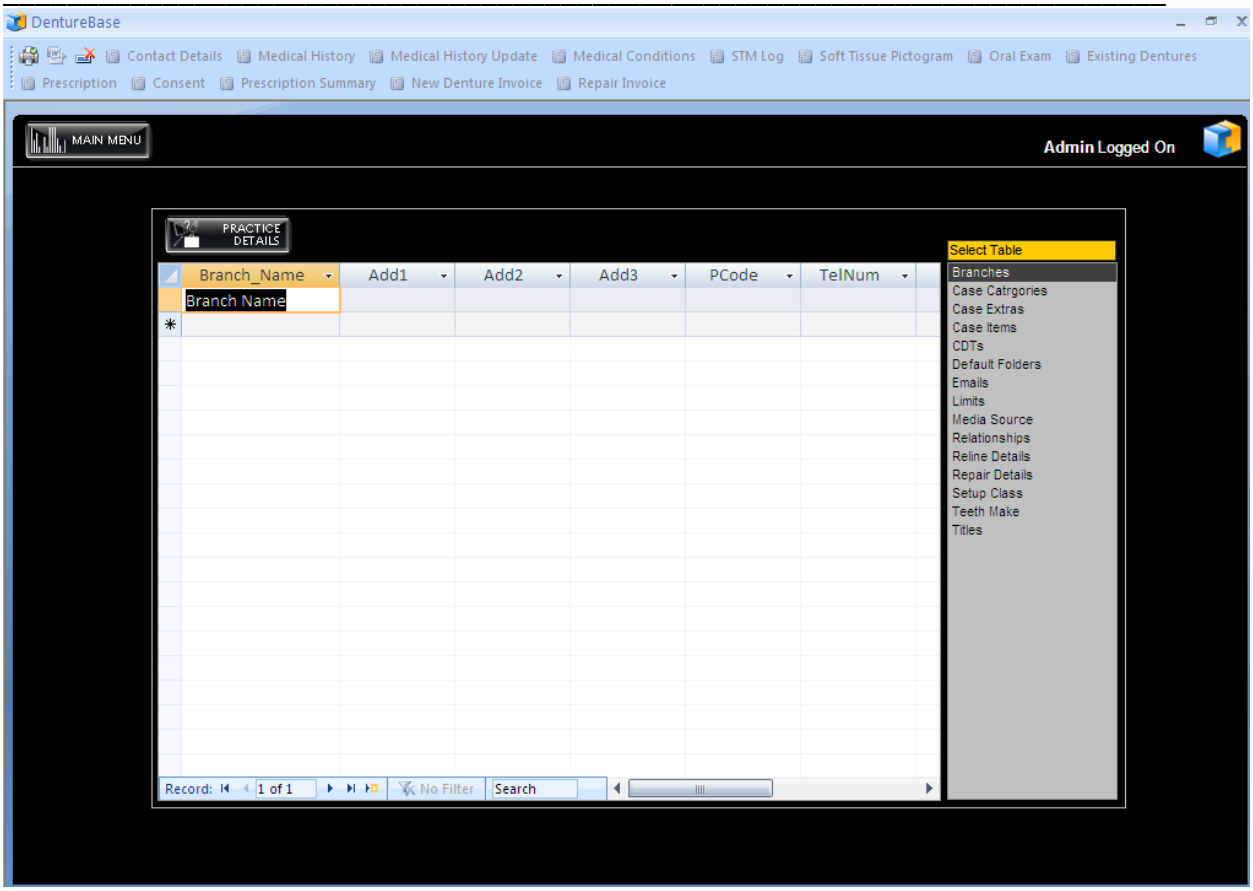
- Add / delete users
- Change User Passwords

You must be a registered user of DentureBase to gain access to this area.

- **Edit Options**

Click

to Add/delete the global system options.



3. Three Pending recall command buttons are:

- Recall List
- Merge Recall
- Mark as Completed

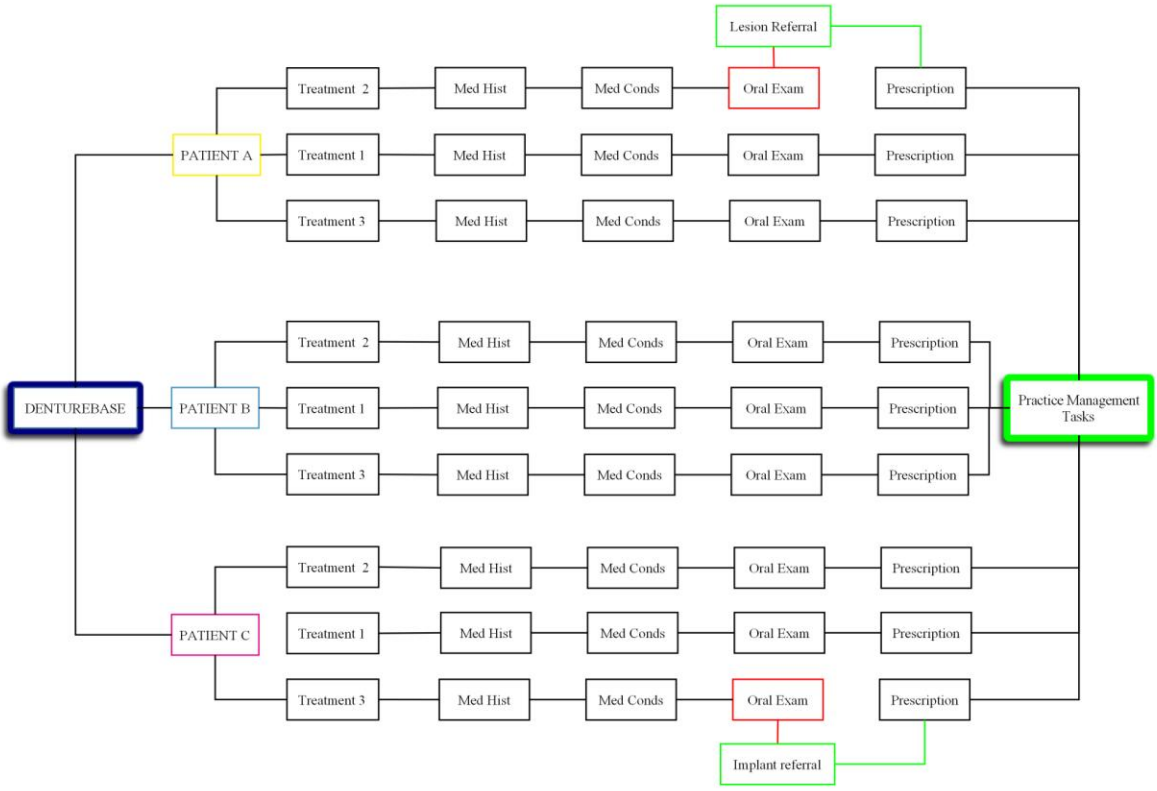
Patient Files

The patient files area is where all patient information and treatments are entered and stored. It may help to think of it as a very large and powerful virtual filing cabinet. Patient's files are kept in the cabinet in alphabetical order with each file being automatically assigned a unique reference number when the file is created.

- Each patient has one master file.
- All treatment records and information carried out on that patient are stored within that patient file.
- All treatment records refer to that particular course of treatment for that patient on that treatment date.
- A patient file can have many treatment records on many different dates.

Example:

- A patient may have had a new set of dentures made by you several years ago. At that time you will have created a patient file for that patient and entered a treatment record for the new dentures you made.
- Today the patient returns for a reline on the lower denture. To enter the new reline treatment you will search for the existing patient file, making sure you confirm relevant details with the patient, open the file and create a new treatment record in which you record the reline treatment details. At the end of the reline treatment you complete and close the treatment record for the reline.
- This now means the patient has two treatment records associated with their patient file. Simple…!

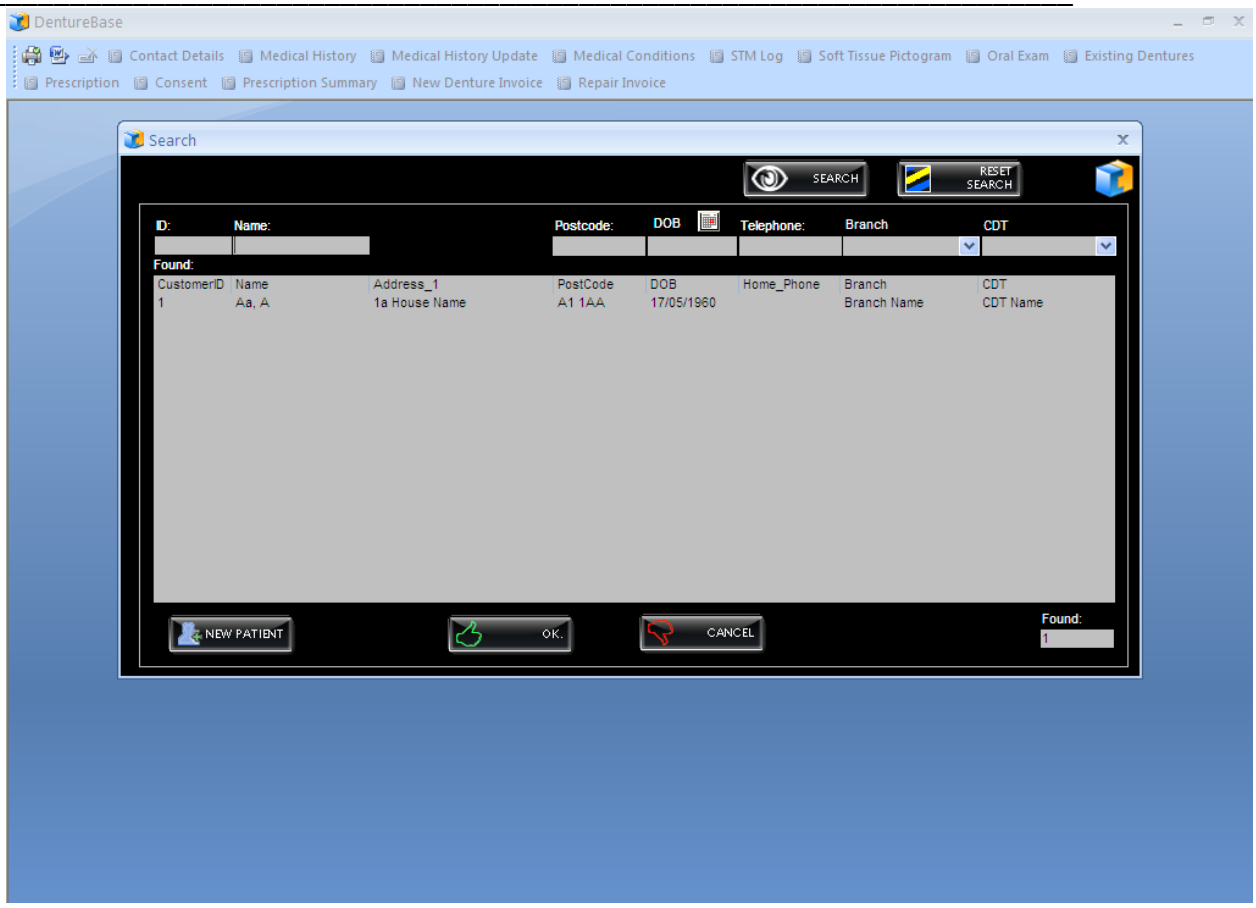


- Joking aside, now you have a bank of patient's files and records of their treatments. You can now perform very powerful analysis on your patients and treatments which can produce a snapshot of your practice as well as perform other useful tasks that will help your practice grow and flourish.

Patient Files main screen

1. To access the patient files main screen, Click '

from the 'main menu'.The patient search screen will open as shown below:

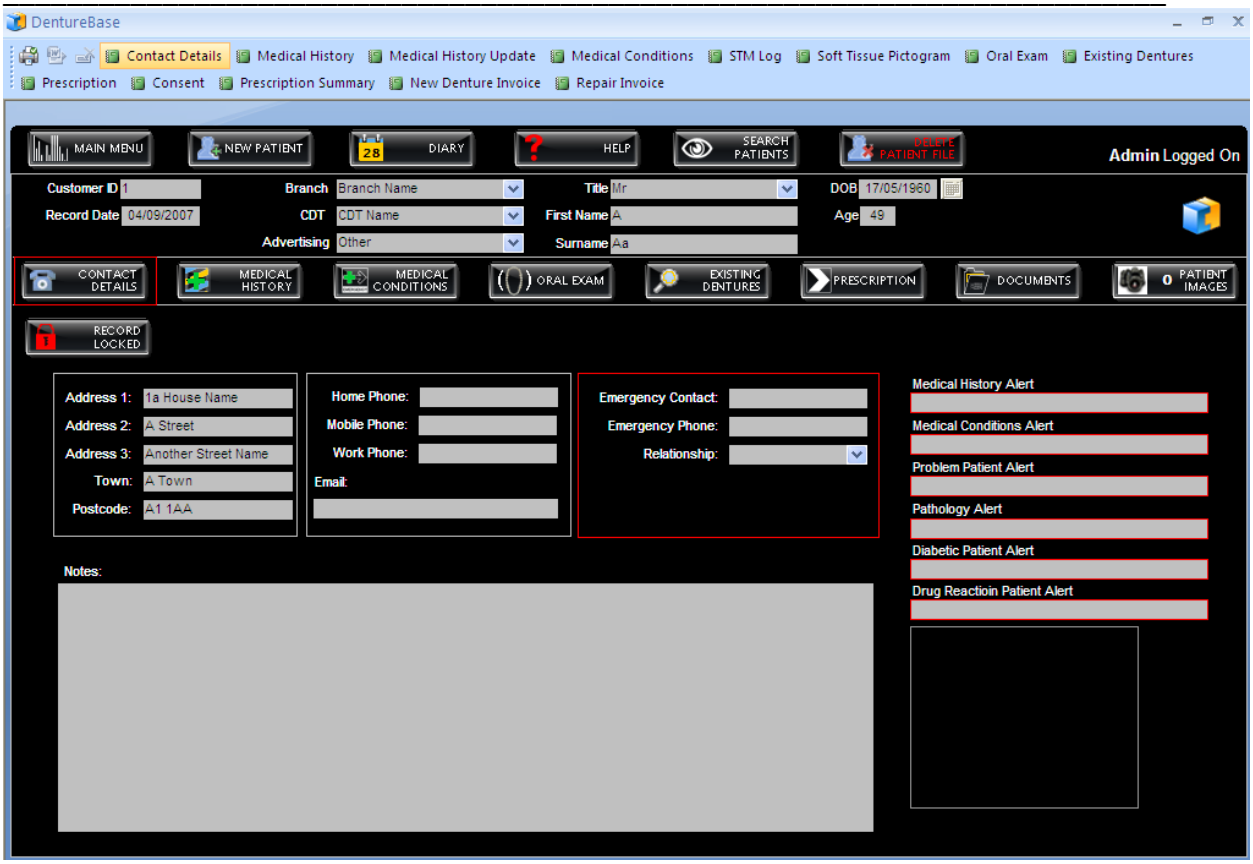


2. Click

to search a patient information.
3. Enter the patient name in the **Name** field ,If the patient surname name is known.
4. Or enter known information in one or more of the search fileds.
5. As you enter information the search window will automatically narrow the results.
6. If the patient is on the database, locate their file in the search window.
7. Either double click the patient file to open the file, or click once to highlight the file and then click

to open the file.
8. If the patient does not exist on the database you will need to create a

file.
9. If the patient exists on the database the Patient File Main Screen will open.



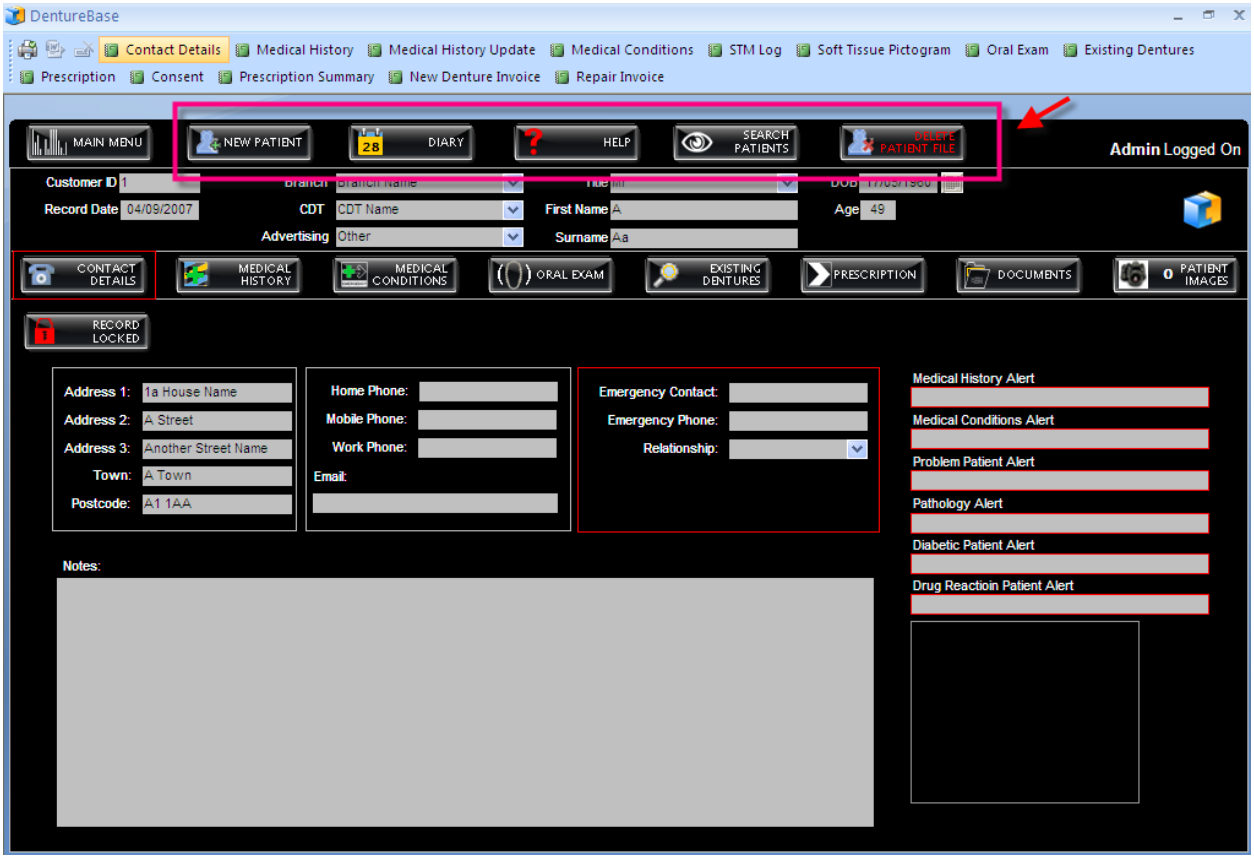
10. You can now enter or edit patient information and treatment plans for this patient.
11. The record is locked.

.
12. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

.
13. Some information like **Address, Town, Postcode** which were entered before are pre-populated.
14. Other details like **Home Phone, Mobile Phone, Work Phone and Email** can be entered.
15. Emergency contact information like the **Emergency contact address** and **Emergency phone number** can be entered.
16. Select the **relationship** of the contact person from the drop down list.
17. Small **Notes** about the patient can also be entered.

Patient Files Main Screen top bar command buttons

This section describes the function of the top row navigation buttons in the patient files menu.

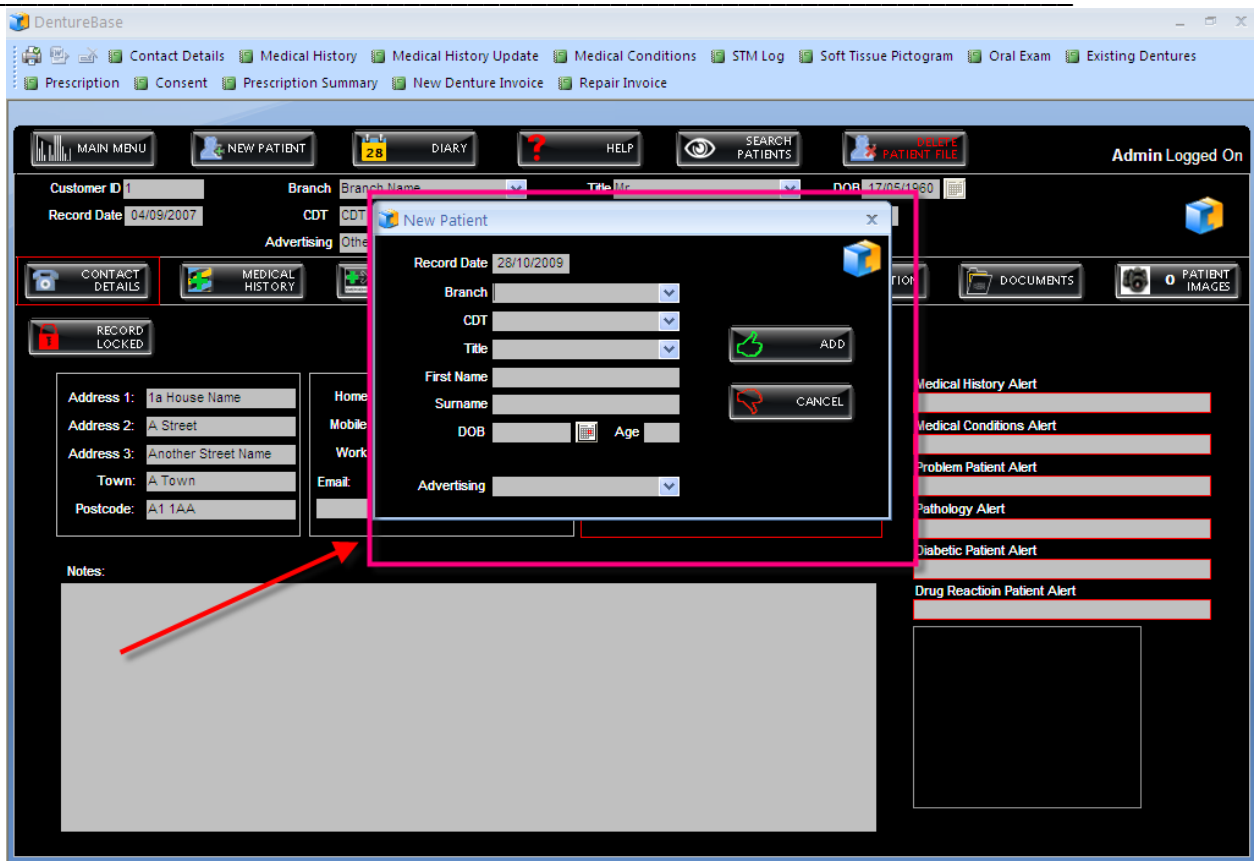


1. Click

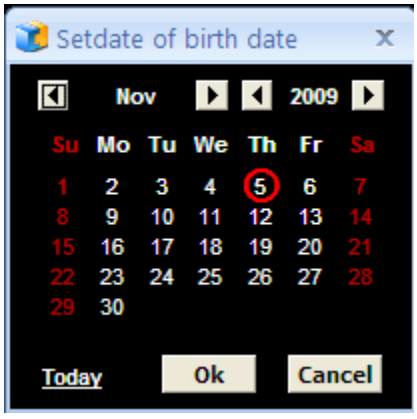
to return to the 'main menu'. The main menu will display the ten navigation command buttons and the three recall reminder utility command buttons.

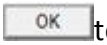
2. Click

to create a 'new patient' file. The following screen is displayed:



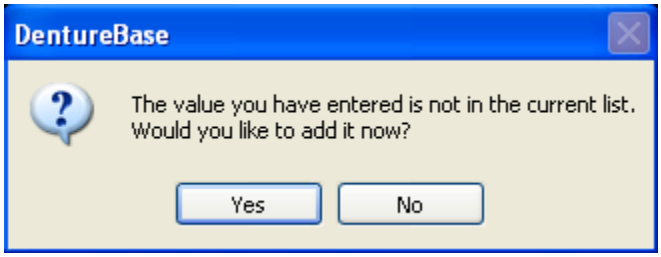
3. The **Record Date** is automatically populated.
4. Enter the **Branch Name, CDT, Title, First Name, Surname, DOB and Advertising**.
5. Select the DOB using the calendar icon. The following screen will be displayed.

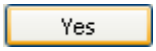


6. Select the month, year and the date. Click 

to select the date or click

to abort the action.
7. The **age** will be automatically calculated.
8. **Advertising** refers to the way the patient came to know about you.
9. If the Branch and CDT that you have entered is not available in the list then the following dialog box is displayed:



10. If 

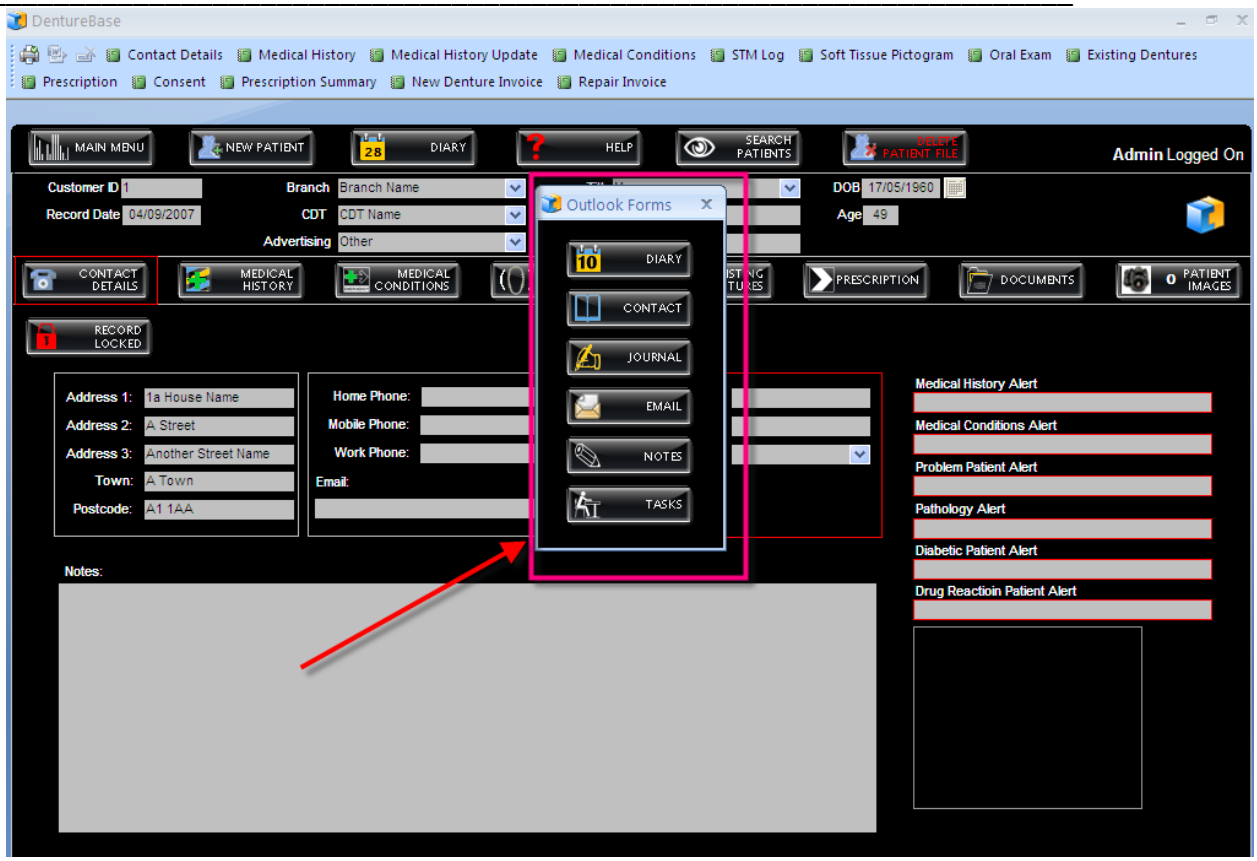
is clicked then the branch and the CDT name that you wish can be added in the list.
11. Click

to add the new patient details.
12. Click

to abort the action.
13. Clicking

opens and links to MS Office Outlook facilities for the following as shown in the screen below:

- Appointing
- Journal
- Emails
- Contacts
- Tasks
- Notes



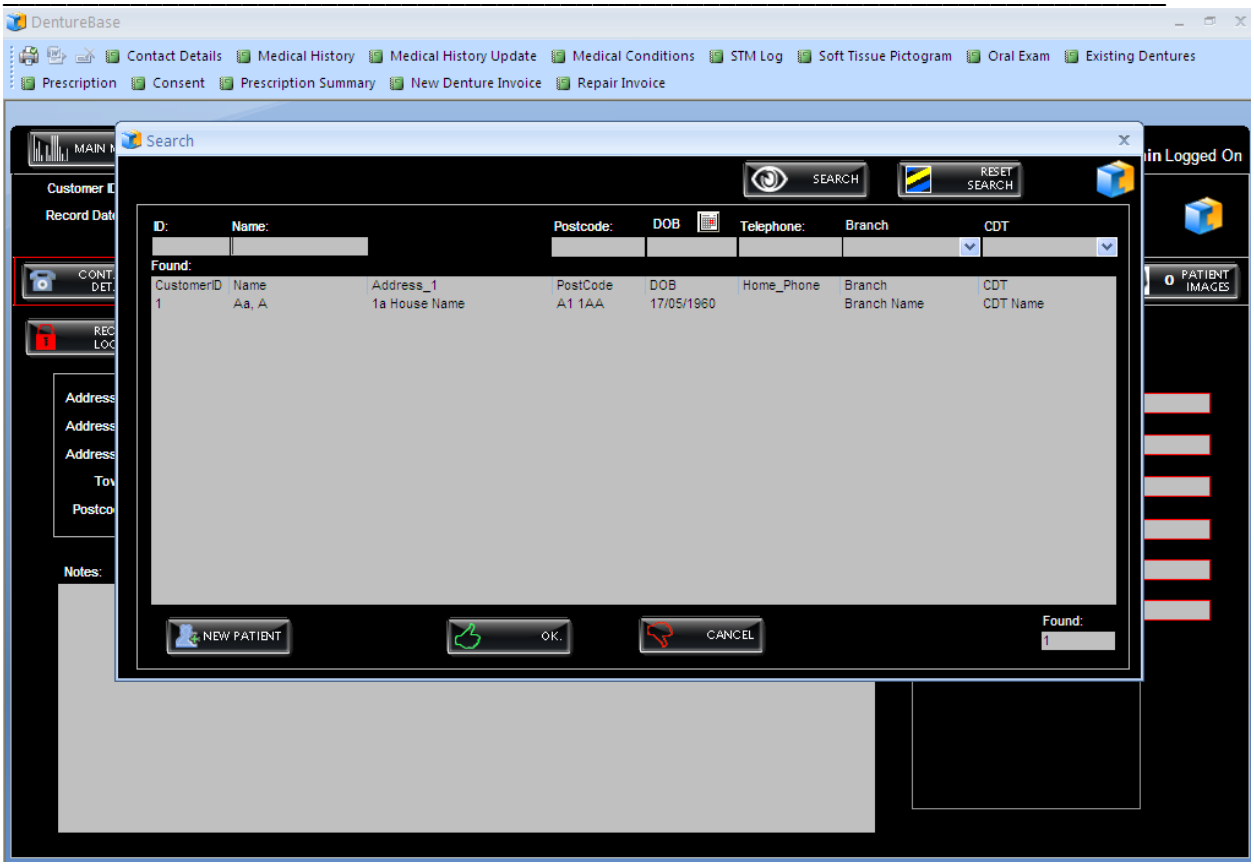
14. Clicking on any one of the option will display the outlook startup as shown below:

Outlook 2007 Startup
Outlook 2007 Startup
Welcome to the Outlook 2007 Startup Wizard, which will guide you through the process of configuring Outlook 2007.
< Back
Next >
Cancel

15. Click to follow the wizard directions to configure outlook 2007.

16. Click to open this User Manual

17. Click to open a searchable patient list of the entire database used to select a patient file.



18. The list of patients will be displayed.
19. A patient can be searched from it by using the search filter.
20. The search filters are ID, Name, Postcode, DOB, Telephone, Branch and CDT.
21. Click

to clear all the search fields.
22. To select a particular patient, click on the patient name.
23. Click

to select the particular patient.
24. Click

to abort the action.
25. Click

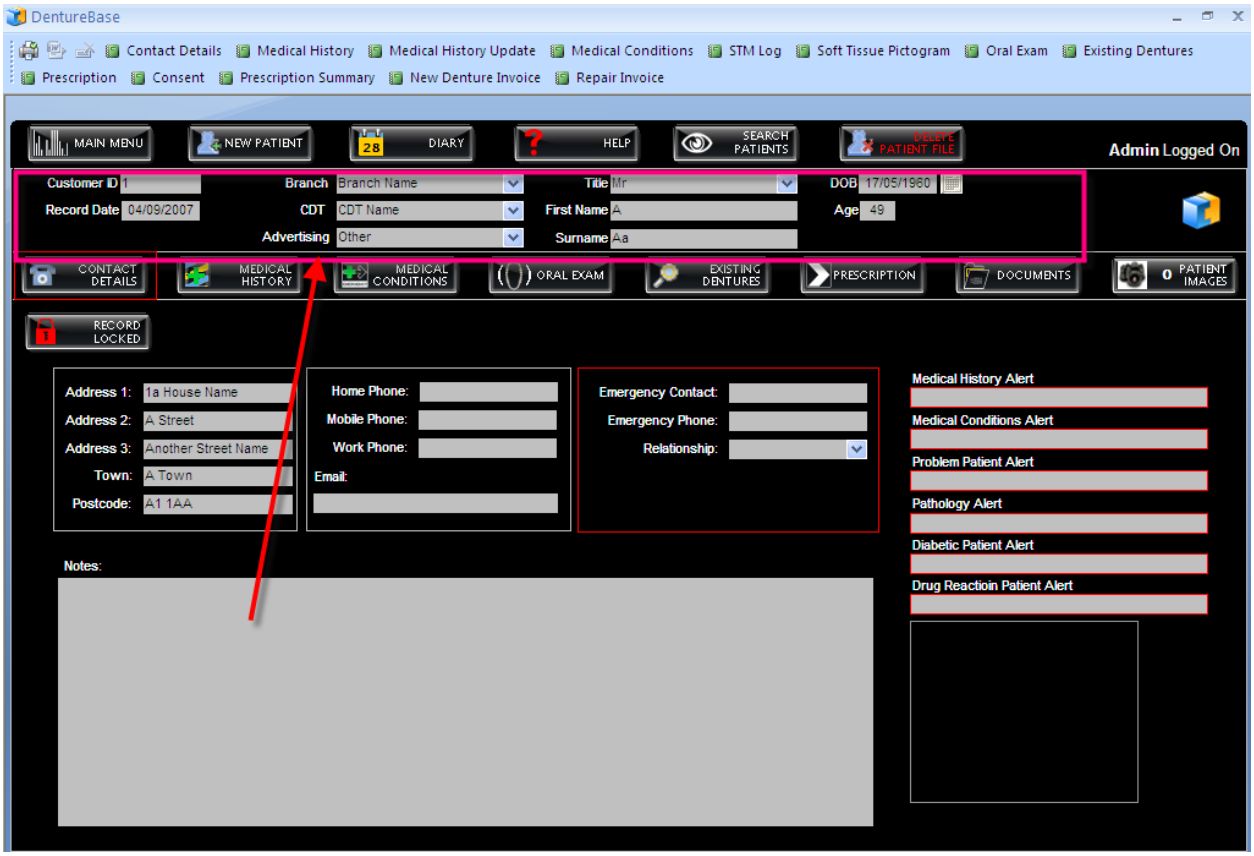
to deletes an entire Patient File.

- Individual treatment records within a patient file cannot be deleted

- Registered ‘Administrator’ authorized,
- Password protected
- NOTE: GDC regulations forbid the deletion of patient records
- Delete at your own risk

26. Logged On Shows which user is currently logged on, taken from the ‘logon’ screen.

The following section describes the top patient details data fields:

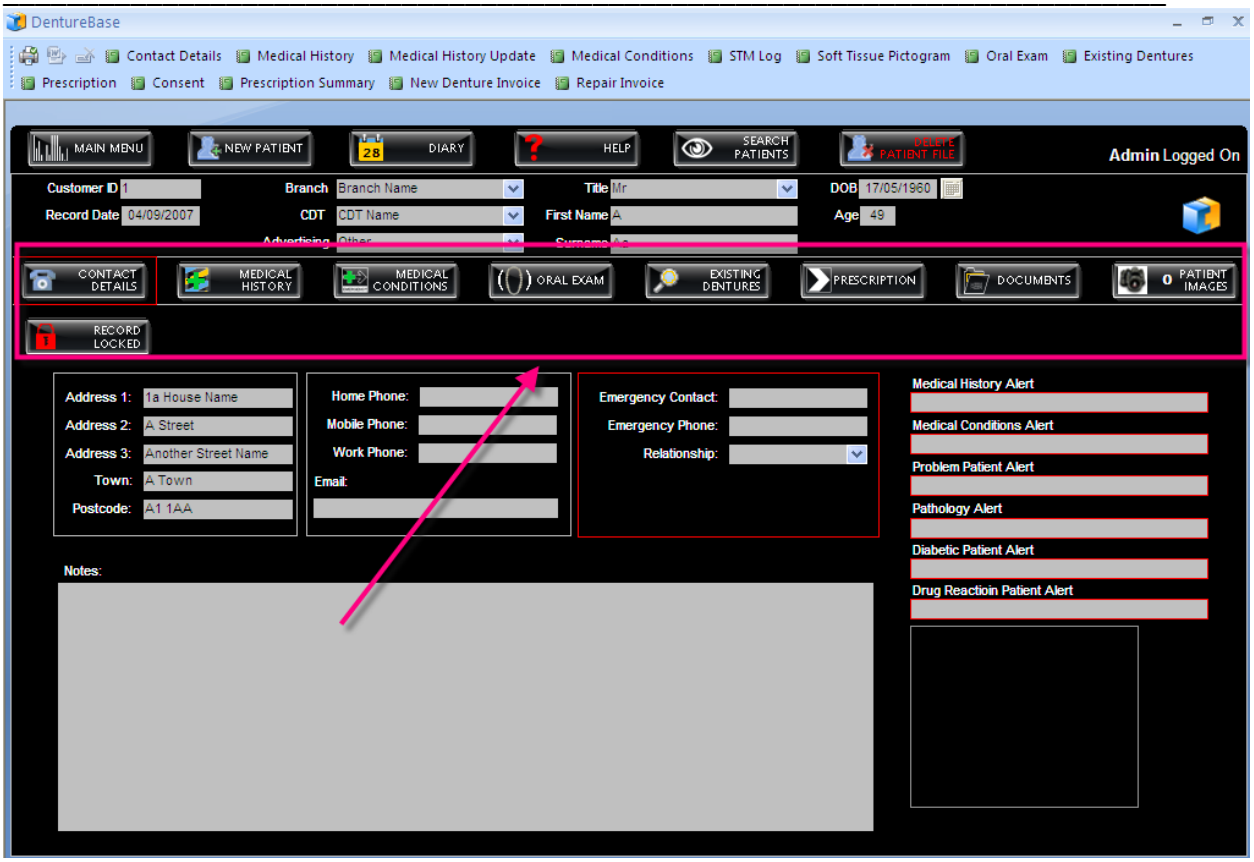


27. **Customer ID** is a unique ID number automatically system generated for each patient.
28. **Record Date** is automatically set when a new record or file is created.
29. **Branch** is a drop down list, where the list is automatically updated if a new practice location is entered.
30. Enter the name of the practice that a patient attends for treatment.

31. **CDT** is a drop down list, where the list is automatically updated if a new CDT name is entered.
32. Enter the name of the attending CDT providing treatment.
33. **Advertising** is a dropdown list, where the list is automatically updated if new a media source is added.
34. The media source e.g. newspaper, magazine etc advert where your patients first heard about your practice.
35. **Title** is a dropdown list, where new values can be added to the list via 'edit options' on the 'main menu'.
36. **DOB** is calendar button controlled.
37. click the calendar control to the right side of the button to enter the Patient date of birth
38. **Age** is automatically calculated from DOB field, returns age at last birthday.
39. All these details are automatically populated when a patient is selected provided these details are given when the new patient is created.

Patient File treatment Record Tabs

Patient file treatment record tabs are used to enter patient details and treatment histories.



1. Click

to unlock and edit the records.
2.

indicates record is locked and stops accidental editing of patient records.
3.

indicates record is unlocked and enables editing of patient records and relocking the record.

Patient File Record Tabs

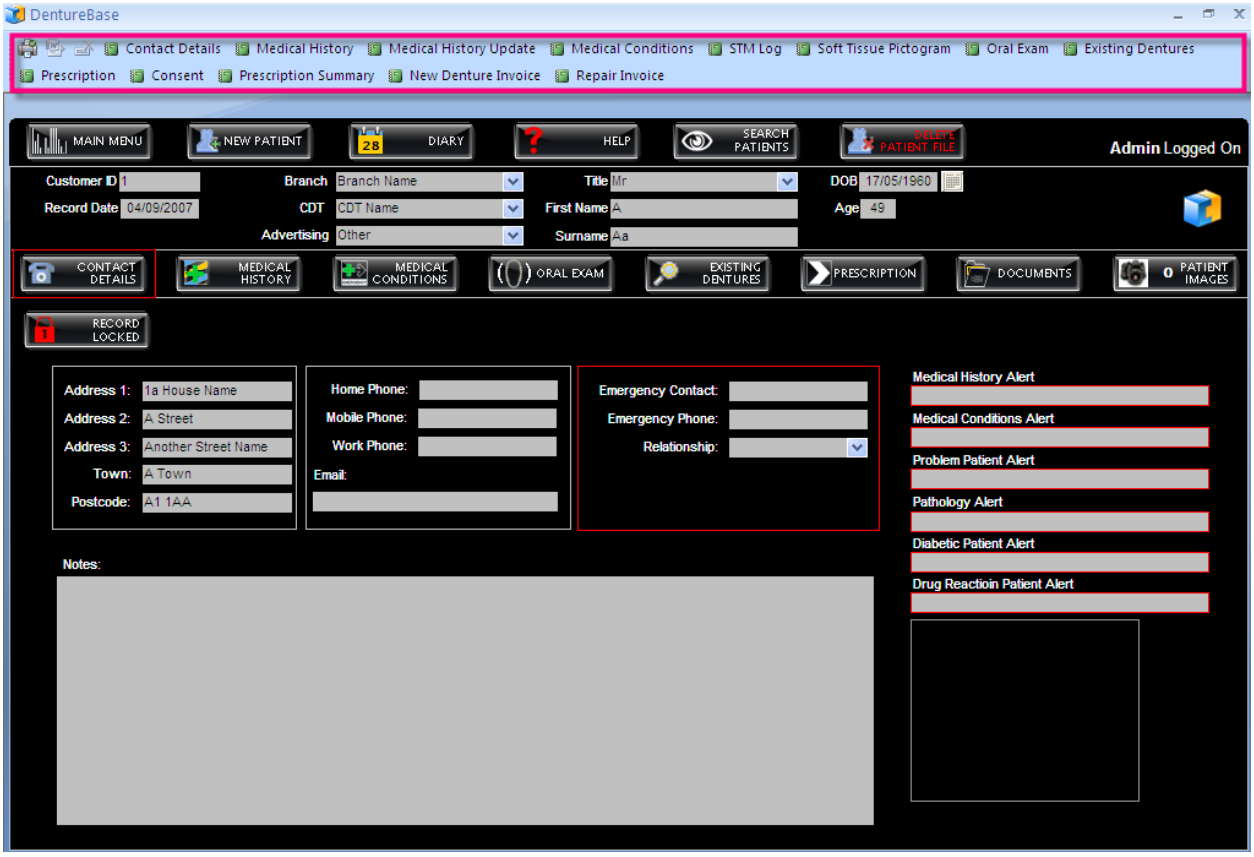
Patient file record tabs are used to open the different treatment record pages that make up a Patient File.

- Contact Details
- Medical History

- Medical Conditions
- Oral Exam
- Existing Dentures
- Prescription
- Documents
- Patient Images

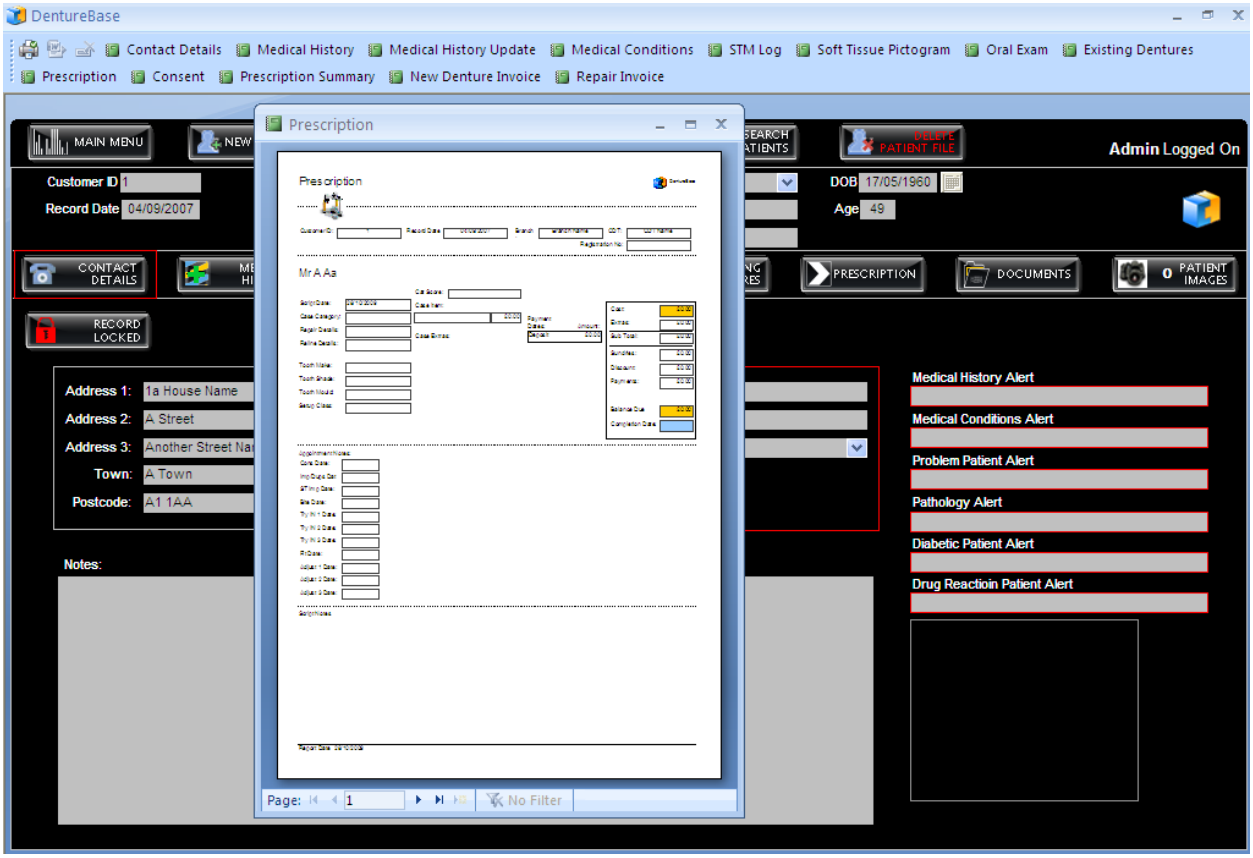
Patient File Report Printing

At the top of the main screen are a series of green icons, these are used to preview and print out a report generated by the information entered into the treatment screens.



1. After the treatment is over, information is entered into the relevant treatment page.
2. A printout can be produced by clicking the relevant print report icon e.g. ‘prescription’.

3. Click ‘prescription’ icon
4. Review report screen view.
5. Click ‘print’ icon



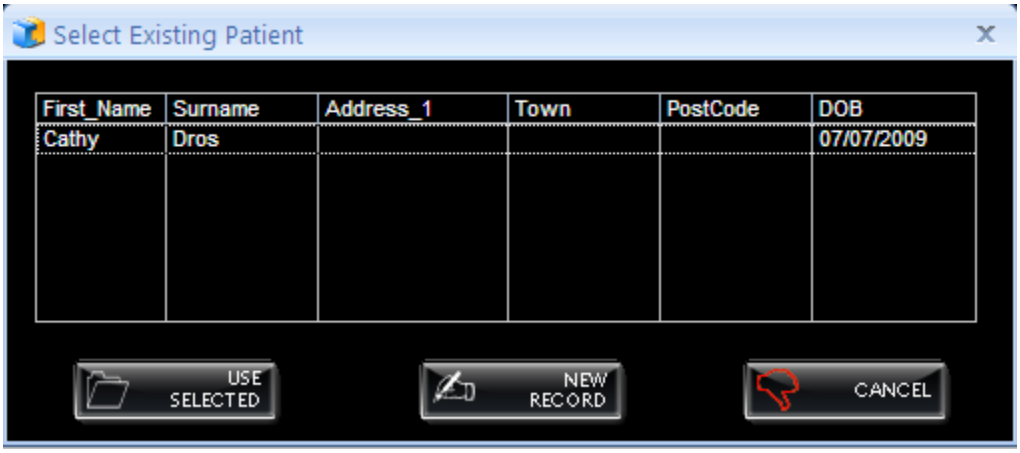
Patient File Duplication

Although duplication cannot be avoided always or totally eliminated, the DentureBase system helps reduce duplication by running a duplication check each time a new patient file is created. If a match is found it gives you the opportunity to verify your details with the patient to reduce the chance of duplicates.

When

button is clicked to create a New Patient File, a check is done by the system to see if a file exists matching the new patient. If a possible match is found you will be

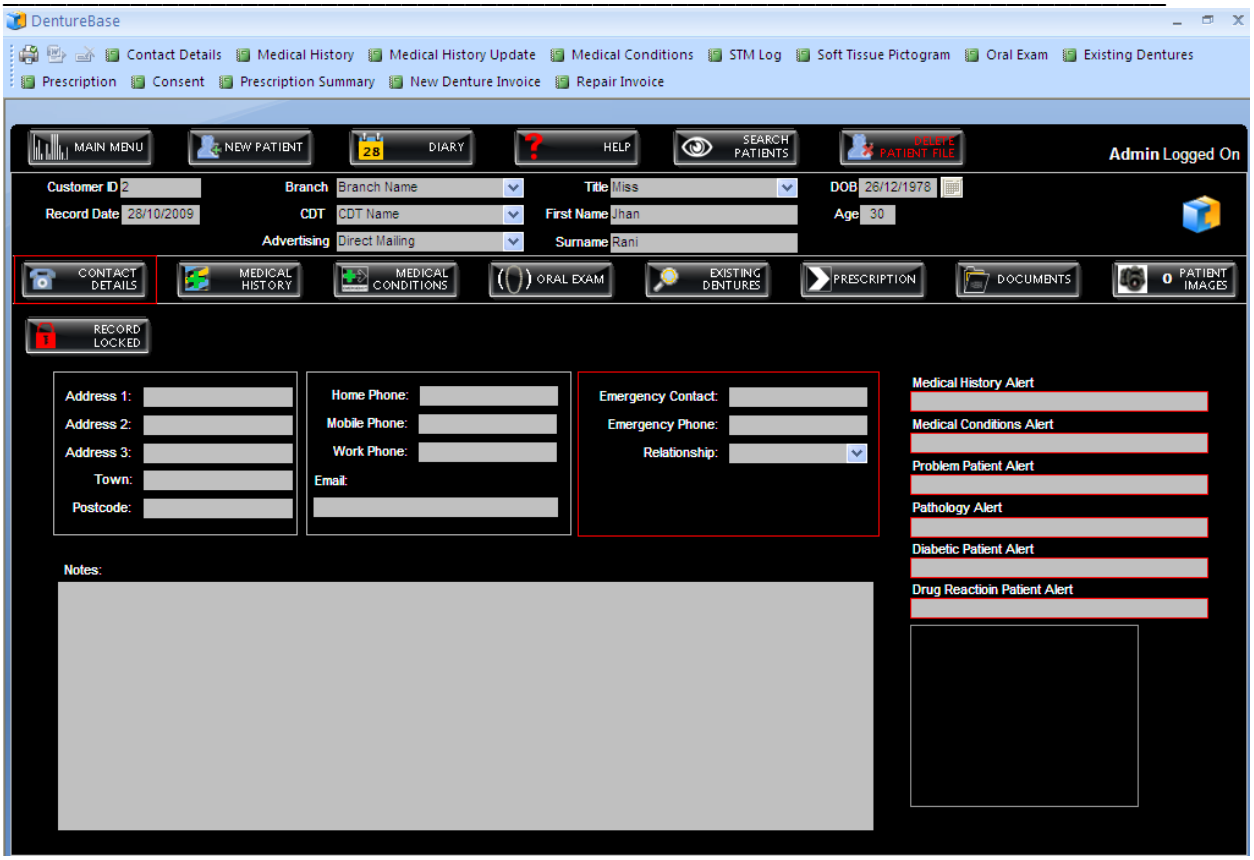
prompted to choose an existing record or create a new record if it is a different patient. It is important that you verify the information with the patient.



1. Click if the patient is a genuine new patient. This patient name will be added to the list of patients.
2. Click if the patient is a returning patient.
3. This will open that existing patient file for further treatment and data entry.

Contact Details Record

After selecting a particular patient, click to display the contact information of the selected patient.



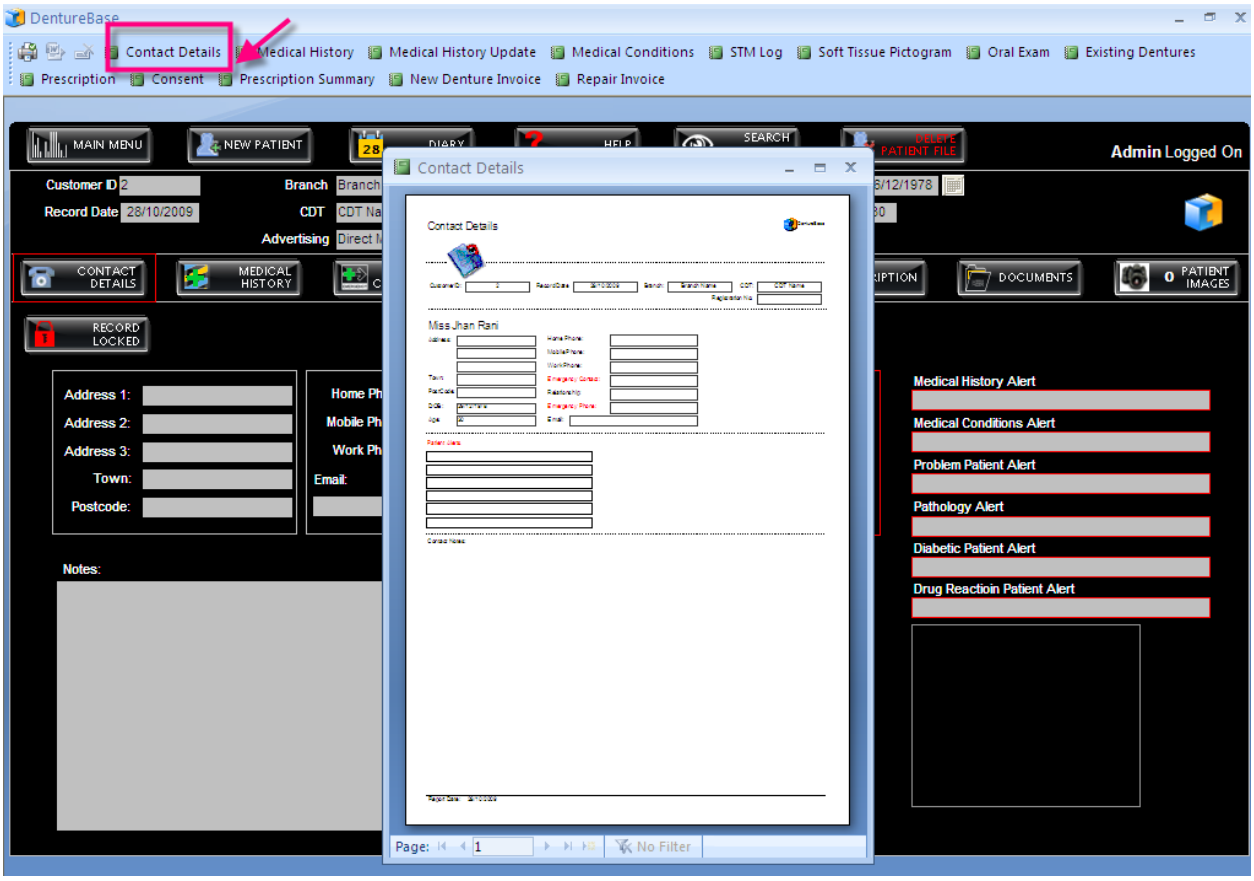
4. In the **Customer ID** field there is no action that is required as a unique 'Customer ID' is automatically generated by the system when information is first entered into the record.
5. In the **Record Date** field there is no action that is required as a Record Date is generated automatically by the system.
6. The Patient contact Details Record is self explanatory. Fill in all details as accurately and with as much information as possible.
7. Details like **Branch, CDT, Advertising, Title, First Name, Surname, DOB and Age** are automatically displayed.
8.

Indicates that the record is locked.
9. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

.

10. Contact information like **Address, Town, and Postcode** can be entered.
11. Other details like **Home Phone, Mobile Phone, Work Phone and Email** can be entered.
12. Emergency contact information like the **Emergency contact address** and **Emergency phone number** can be entered.
13. Select the **relationship** of the contact person from the drop down list.
14. Small **Notes** about the patient can also be entered.
15. You cannot write to the 'patient alert' fields. The 'patient alerts' are generated by filling in specific record details in the Medical History, Medical Conditions, Intra / Extra Oral and Prescription records.
16. After filling in all fields click the

button to save and lock the record.
17. Click **Contact Details** on the Report List at the top of the screen to print off the patient contact details.

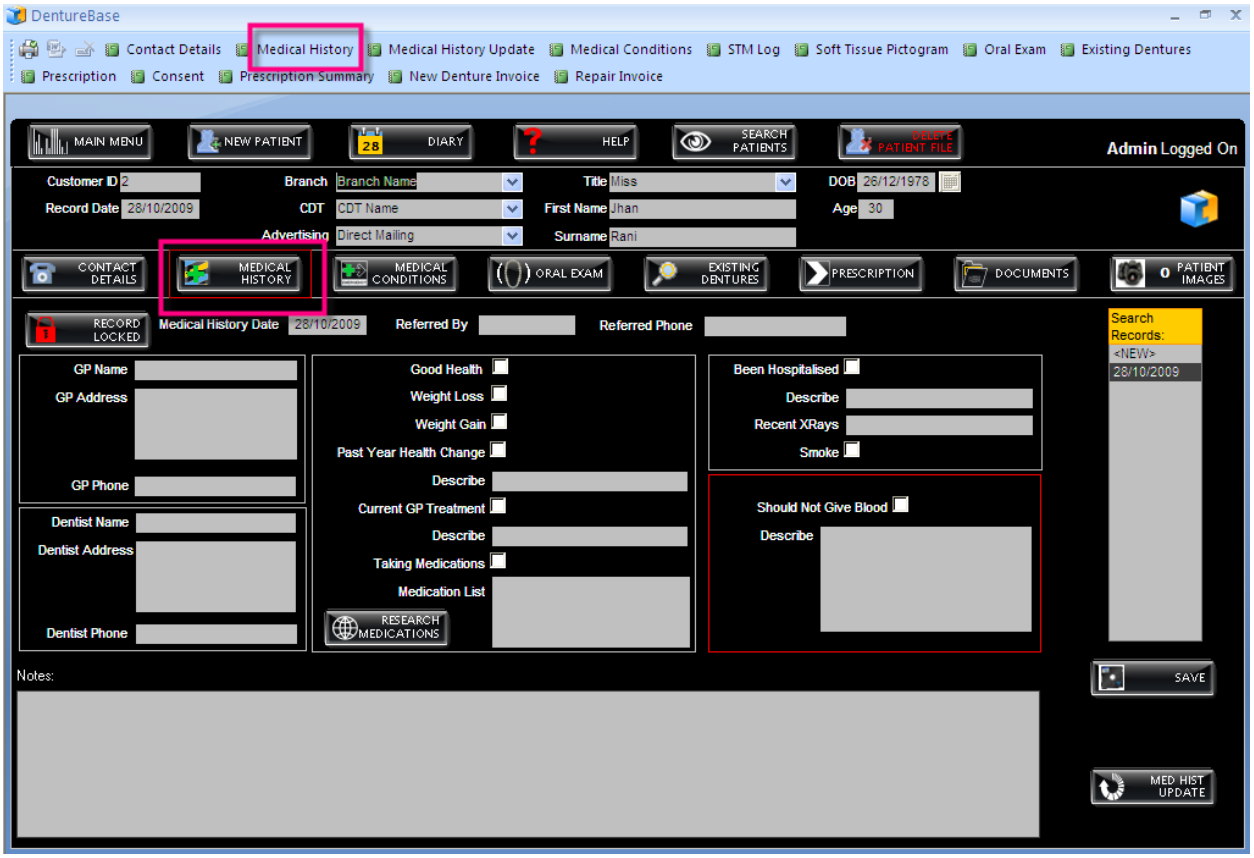


18. Use the print icon to print the contact details pertaining to the patient.

Medical History

1. Click

button to view or edit the medical history of a particular patient.

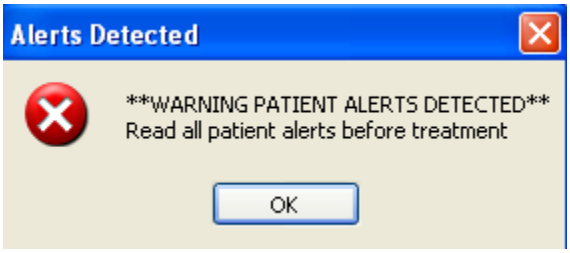


2. In the **Customer ID** field there is no action that is required as a unique ‘Customer ID’ is automatically generated by the system when information is first entered into the record.
3. In the **Record Date** field there is no action that is required as a Record Date is generated automatically by the system.

4. Details like **Branch, CDT, Advertising, Title, First Name, Surname, DOB and Age** are automatically displayed.
5.

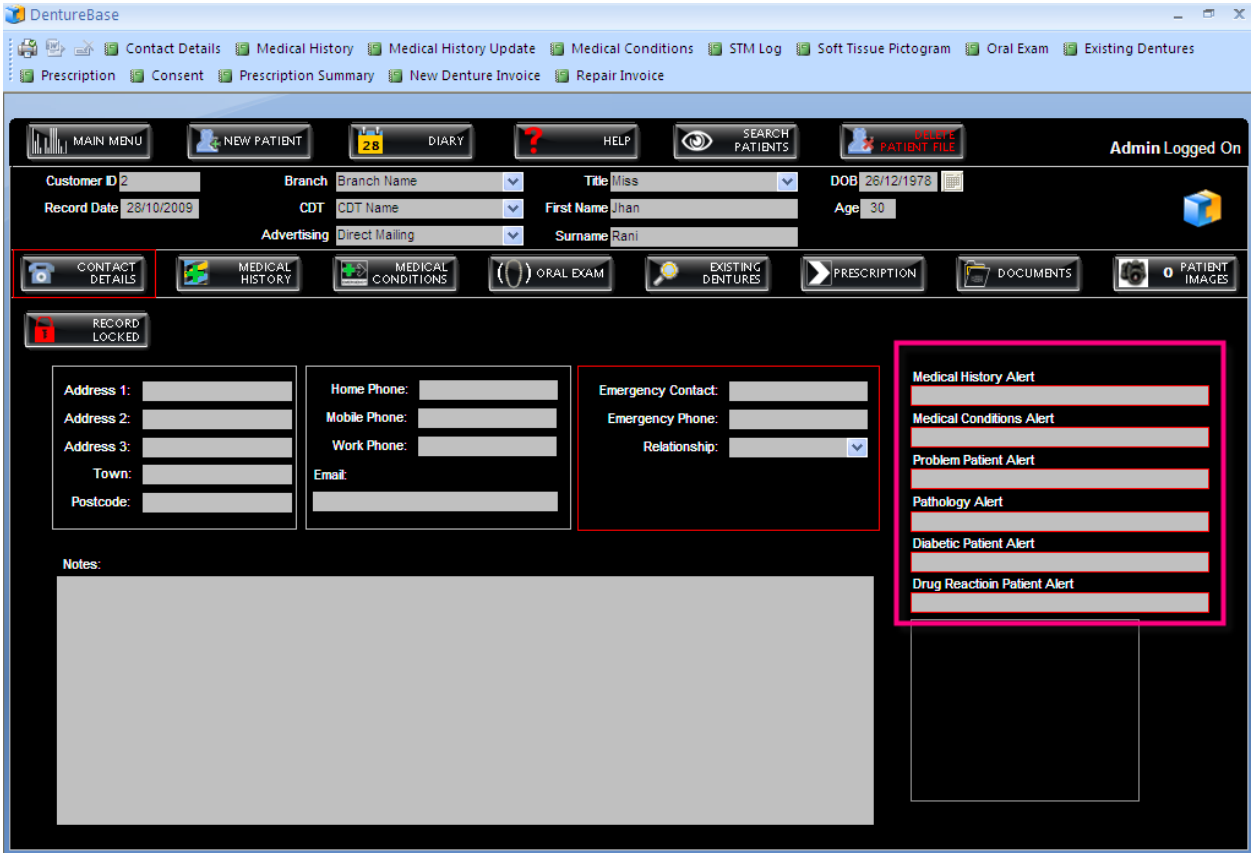
Indicates that the record is locked.
6. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

.
7. **Medical History Date** is automatically populated.
8. Enter the details like **Referred By and Referred Phone**.
9. Enter the General Physician Name, address and Phone in **GP Name, GP Address and GP Phone.**
10. Enter the **Dentist Name, Dentist Address and Dentist Phone**.
11. Check the boxes to indicate **Good Health, Weight Loss, and Weight Gain, Past Year Health Change, Current GP Treatment, and Medications**.
12. Describe about the **Recent X rays** if hospitalized.
13. Ticking *'Should Not Give Blood'* will generate a '*Patient Alert Warning'*. When you return to this patient record at a future date, the patient alert will warn you that you need read all the record before treatment.



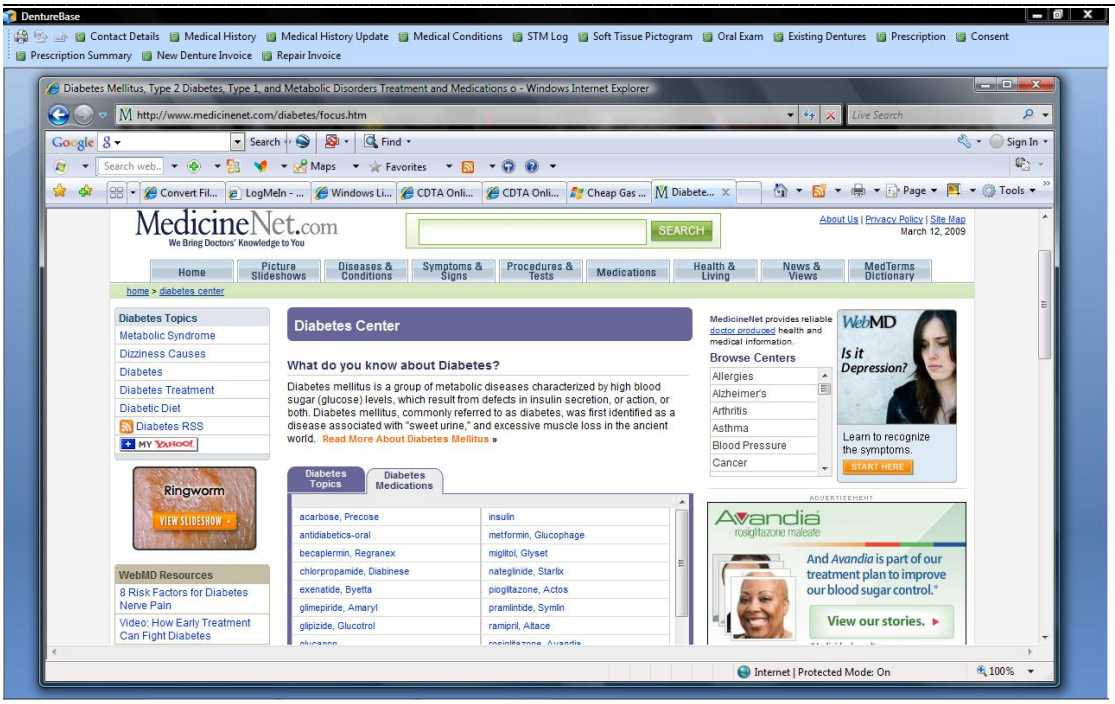
14. Click

on the warning dialog box to continue editing or viewing the record.
15. The type of Patient Alert will be recorded on the Patient Details Screen when first entering the record.



16. If you have a connection to the internet you can click

to take you to an internet based drug formulary to research medications and their possible implications for your treatment plans.



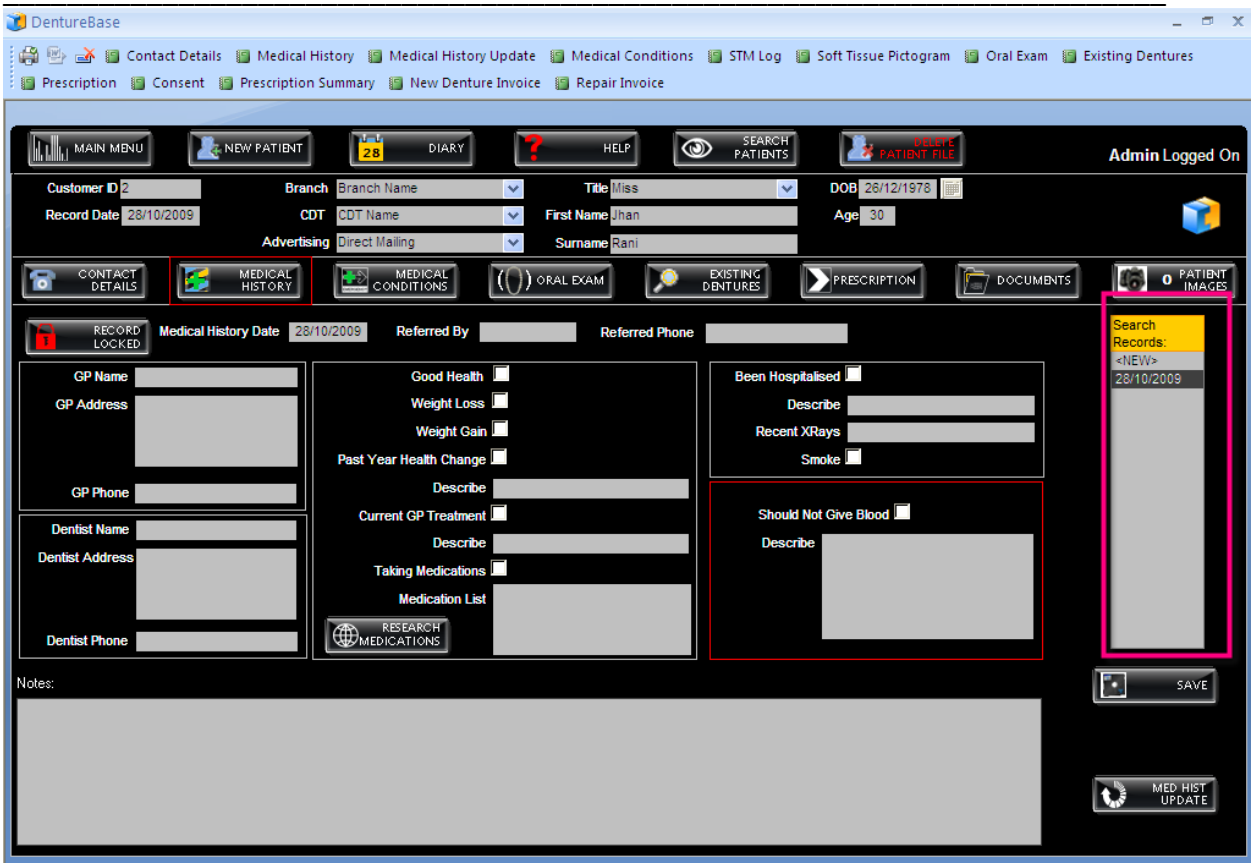
Please Note:

This link is provided for convenience only; DentureBase does not accept any responsibility or liability for the accuracy of information gathered from this or any other outside agency or internet site. The user uses this link and information entirely at their own risk.

17. After completing the medical history record click the

button to save your data.
18. Click

to save the entered information.
19. A new medical history should be taken each time a new course of treatment is undertaken. Each time you create a new medical history the new medical history is added to the list for that particular patient.



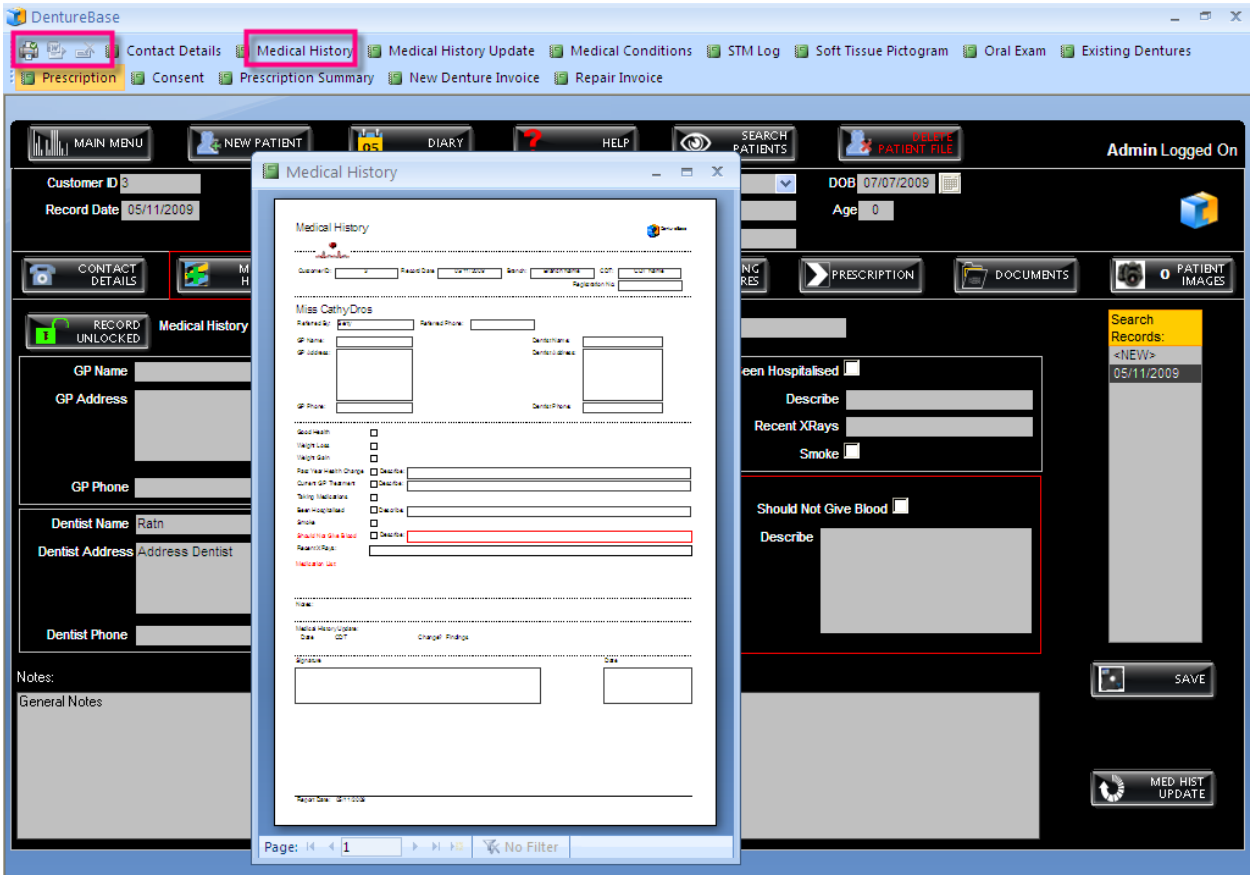
20. To search and view a particular medical history record, click the relevant **medical history date** in the list.
21. Only one Medical History Record can be made for a particular patient on any particular day.
22. After completing the medical history click

to lock your record.

Please Note:

This editing and saving procedure is a very important security feature of DentureBase and must be performed when editing and saving any records for any patient.

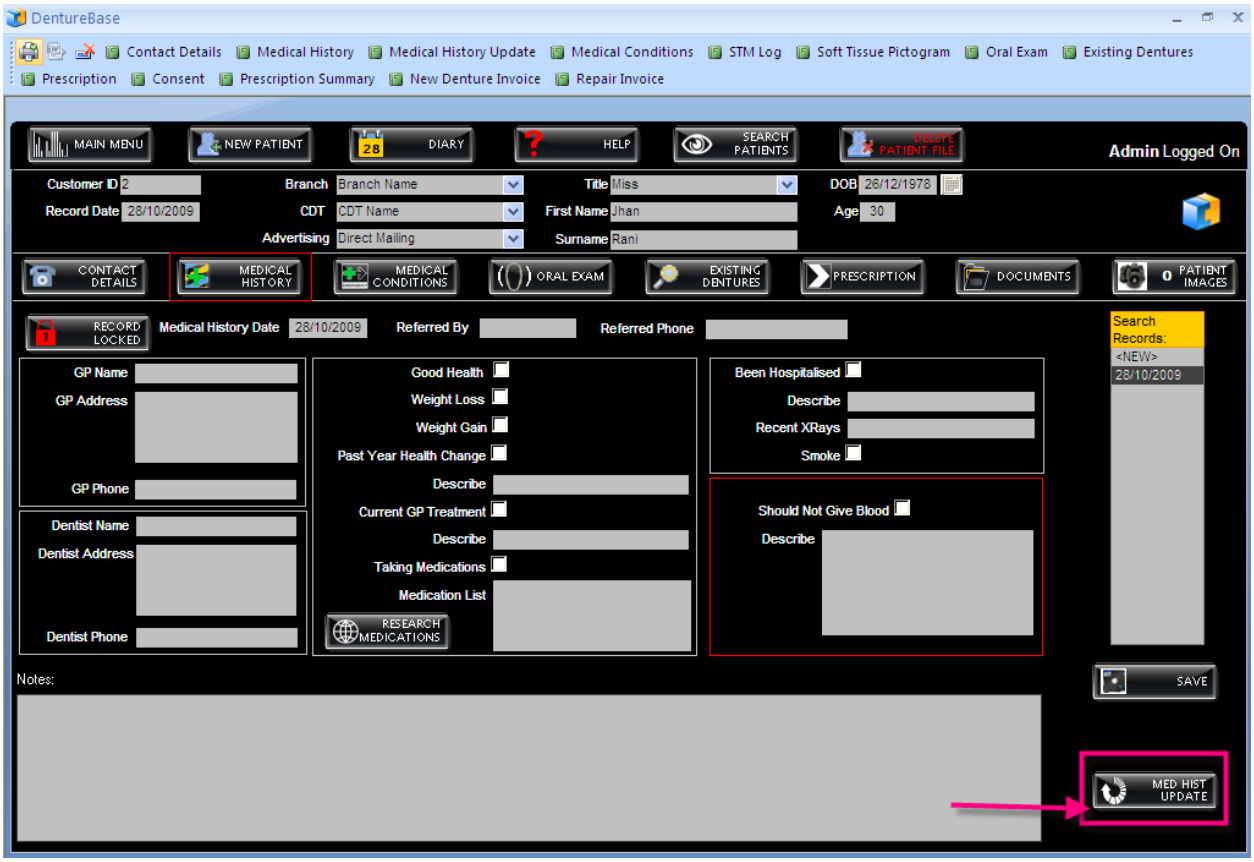
23. Click the Medical History icon at the top. The following screen is displayed:



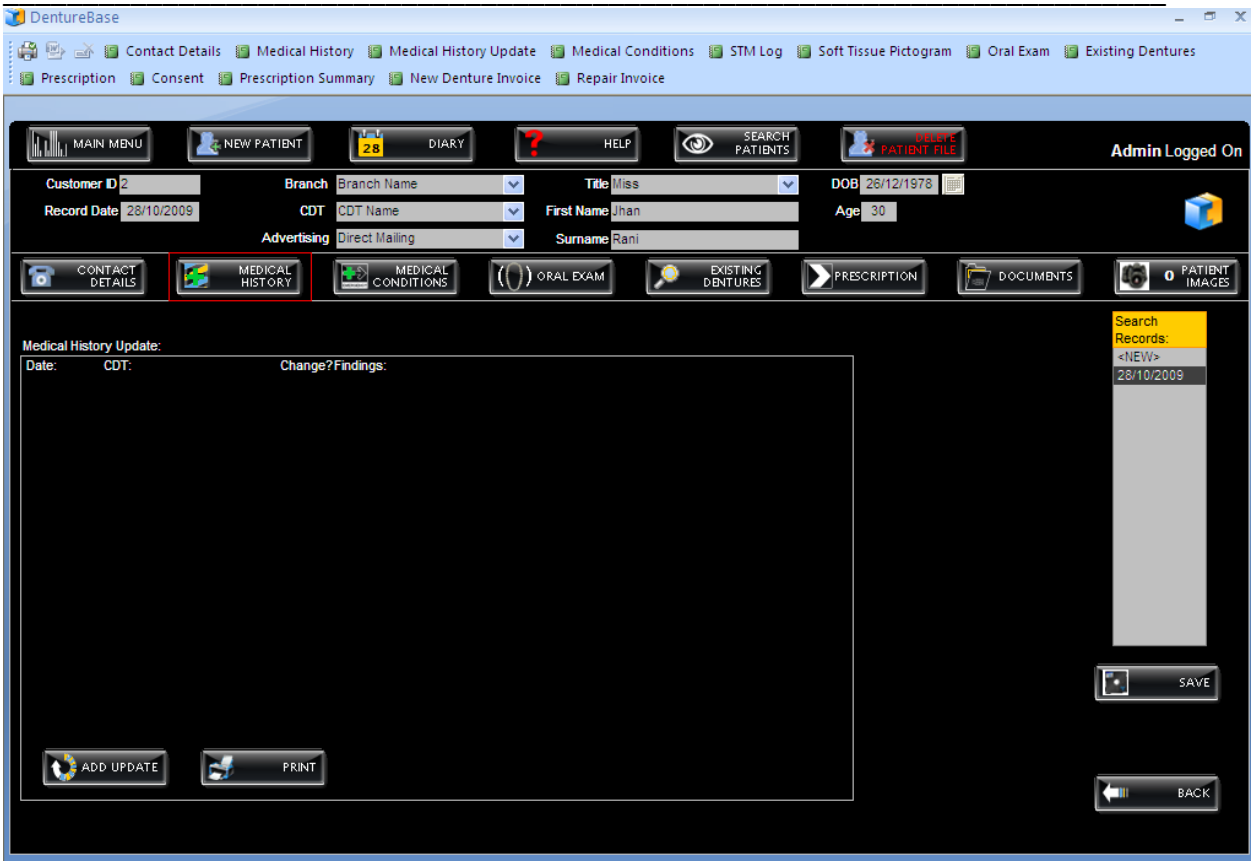
24. Click the printer icon to print the medical history of the patient.
25. Click the delete icon to delete the medical history of the patient.
26. As part of your care for a patient a medical history update should be completed at each appointment. This records any changes to the patient's health and can alert you if any health changes may potentially impact on your treatment.
27. Click the relevant date to open the medical history record from the medical history list.
28. To update a medical history for a particular course of treatment, Click

button to allow editing.

29. Click button.



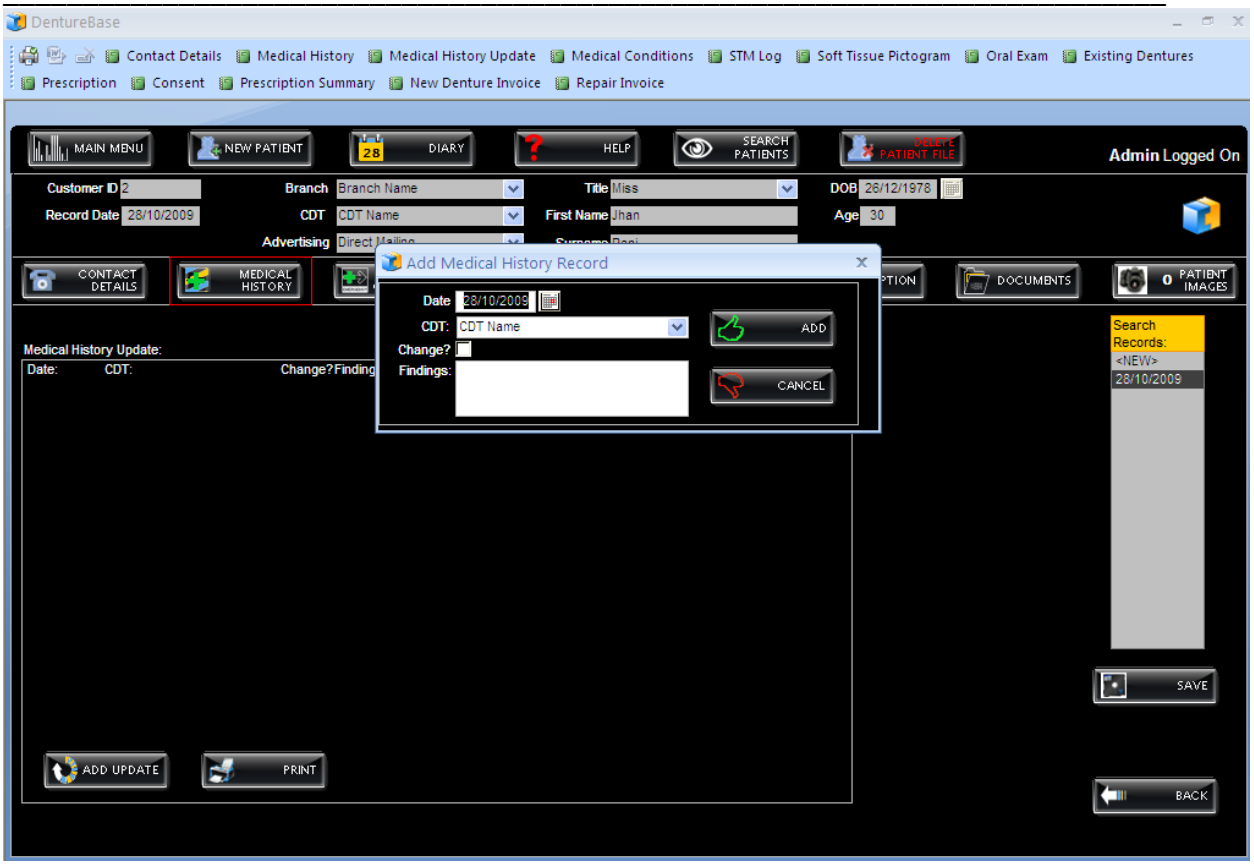
30. This is where you record your medical history updates at each appointment during a course of treatment.



31. Click

button to add a new update to the history

.



32. Enter the **Date** of the update, default is current date.
33. Enter the attending **CDT name**.
34. Click the '**change'** check box, if a change in the patient's medical health has occurred since you last saw the patient
35. Describe the change in the '**Findings'** field
36. If no change has occurred leave the 'change' option box blank
37. Enter "no change" in the 'findings' field.
38. Click

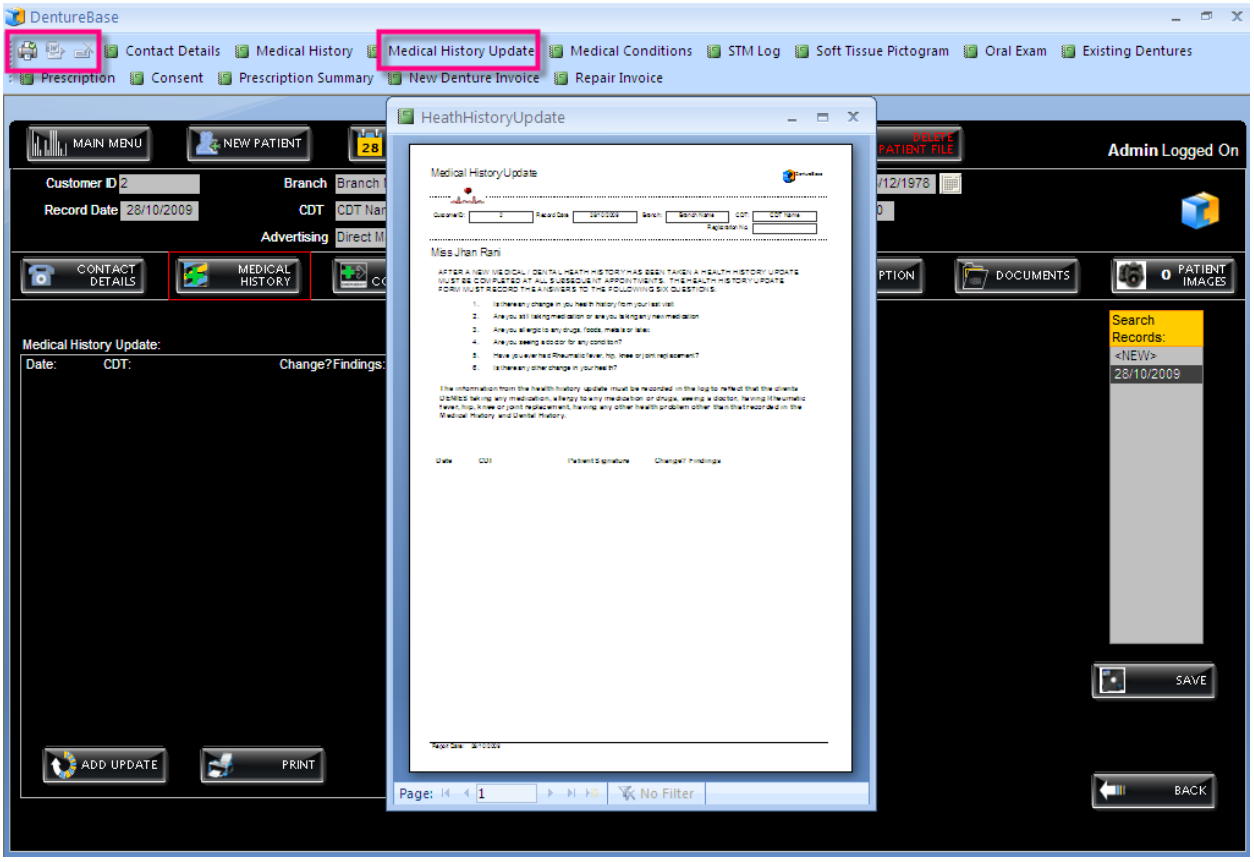
to save your findings to the medical history update list.
39. Click

to cancel the action.
40. It is best practice to have the patient 'sign' the medical history update, to print off a medical history update report for patient signature.
41. Click

button

42. Review onscreen report

43. Click ‘print’ icon to print the report



Medical Conditions

Click

button to enter the medical condition of the patient including any reaction to the drugs specified.

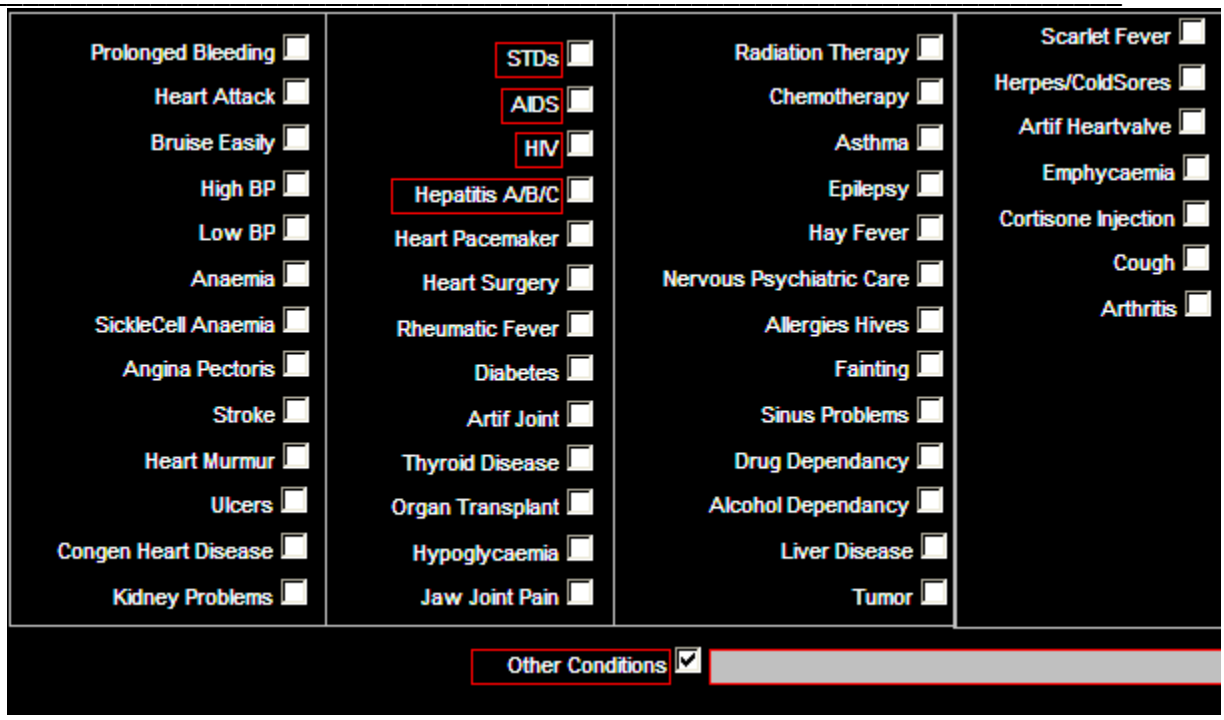
1. In the **Customer ID** field there is no action that is required as a unique 'Customer ID' is automatically generated by the system when information is first entered into the record.
2. In the **Record Date** field there is no action that is required as a Record Date is generated automatically by the system.
3. Details like **Branch, CDT, Advertising, Title, First Name, Surname, DOB, Age and Medical Condition Date** are automatically displayed.
4.

Indicates that the record is locked.

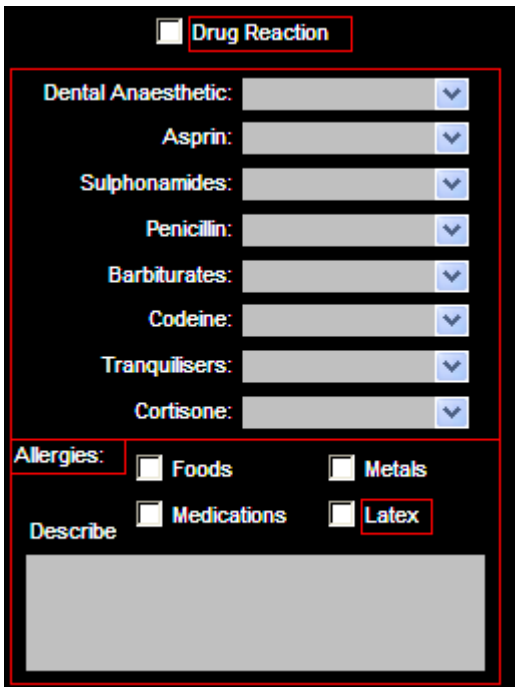
5. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

.
6. The rest of the Medical Conditions Record is self explanatory. Fill in all details as accurately and with as much information as possible.
7. Ticking *'Hypoglycaemia' and or 'Latex Allergy'* will generate a 'Patient Alert Warning'.

8. When you return to this patient record at a future date the patient alert will warn you that you need read all the record before treatment.
9. The type of Patient Alert will be shown on the Patient Details Screen when first entering the record. Click '*OK*' on the warning dialog box to continue editing or viewing the record.
10. The screen also displays the medical condition of the patient.



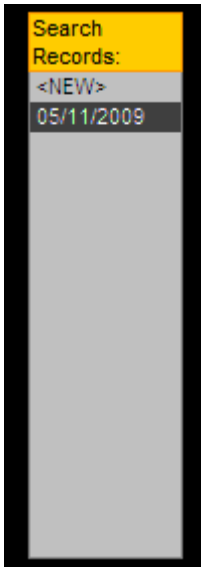
11. If there are any other conditions than that are listed, then **Other conditions** should be checked and the condition should be entered in the space provided.
12. Any **Drug Reaction** in the patient's body can also be entered.



13. After filling in all fields click

to save the details.

14. Each time you create a new medical conditions record it is added to the searchable list for that particular patient.
15. Click the Medical Conditions date from the Medical Conditions Search list to view that Medical Conditions Record for that patient.



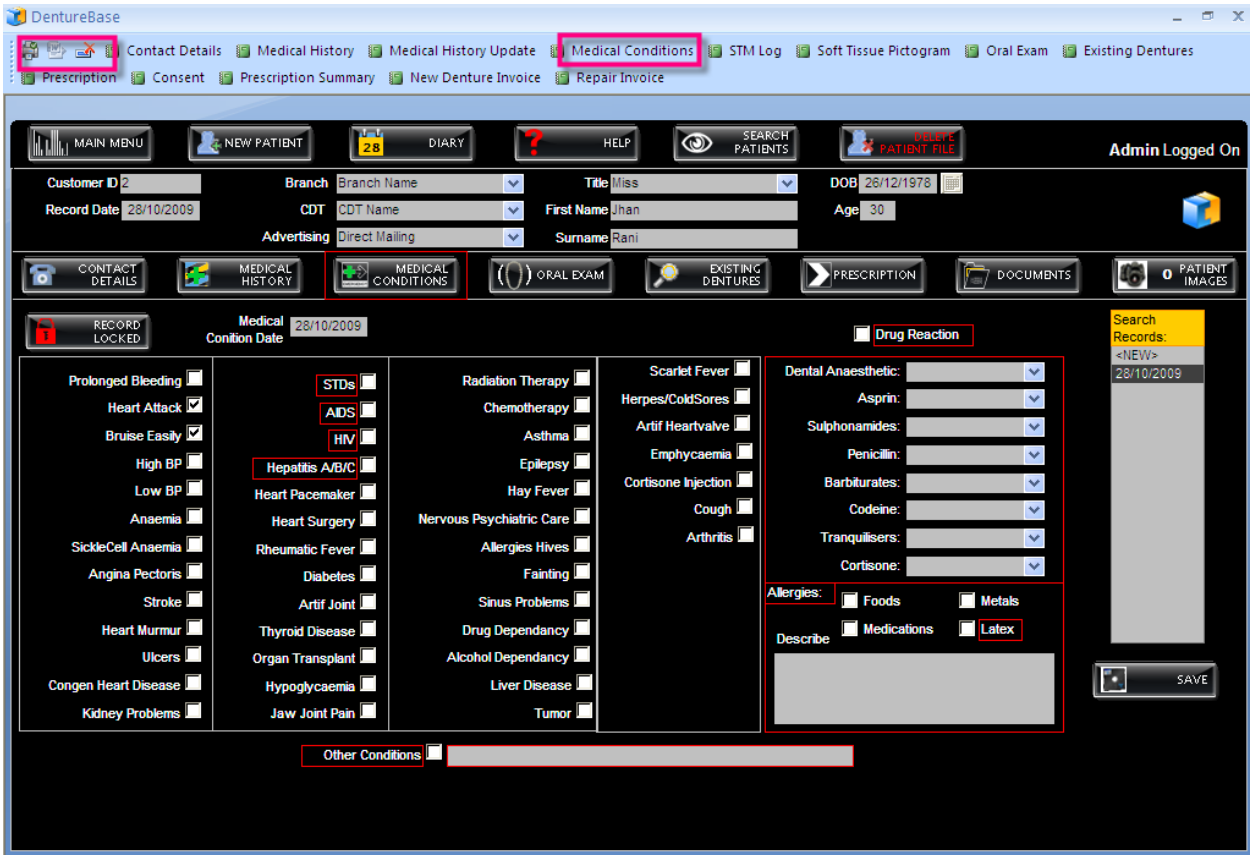
1. Only one Medical Conditions Record can be made for a particular patient on any particular day.
2. If you need to update a Medical Conditions Record on the same day as it was created; click the **Medical Conditions Date** you want to edit to open the selected record from the **Search Medical Conditions** list.
3. When the record is unlocked

you can edit the Medical Conditions Record.
4. After all editing is complete click

to save and lock the Medical Conditions Record.

5. This editing and saving procedure is a very important security feature of DentureBase and must be performed when editing and saving any records for any patient.

6. To print the medical conditions of the patient, Click 'Medical Conditions' on the Report List at the top of the screen as shown below:



7. Click 'print' icon to print the report

Intra/Extra Oral Exam

Click

tab to know about the existing problems, intra oral, extra oral and prosthesis as shown in the following screen:

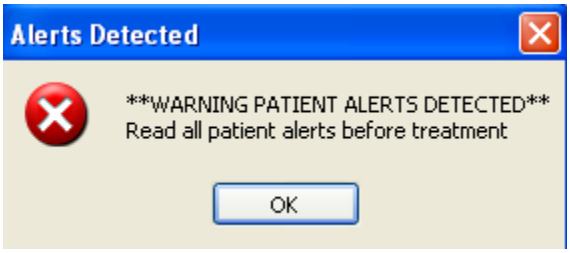
1. In the **Customer ID** field there is no action that is required as a unique 'Customer ID' is automatically generated by the system when information is first entered into the record.
2. In the **Record Date** field there is no action that is required as a Record Date is generated automatically by the system.
3. Details like **Branch, CDT, Advertising, Title, First Name, Surname, DOB, Age and Record Date** are automatically displayed.
4.

Indicates that the record is locked.
5. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

.
6. Fill in all details in the rest of the **Oral exam** Record as accurately and with as much information as possible.

7. Ticking

will generate a 'Patient Alert Warning'.
8. When you return to this patient record at a future date the patient alert will warn you that you need to read all the record before treatment.
9. This type of Patient Alert will be shown on the Patient Details Screen when first entering the record.
10. Click '*OK*' on the warning dialog box to continue with the record.



11. Pathology Referrals will have details like
    a. Date sent- Date when the patient was sent for a pathology referral. It can be selected using a calendar icon.
    b. Refered to- To whom the patient was referred
    c. Referal Status- Denotes the urgency
    d. Referal Type
    e. Copy of Referal letter
    f. Referal Notes- Small description about the referral
    g. Monitor – How long should it be monitored
    h. Interval
    i. Frequency
    j. Type
    k. How long it needs to be seen, and
    l. Seen by

12. If a value that you require is not in the list, you can add the value to the list by following the steps below:

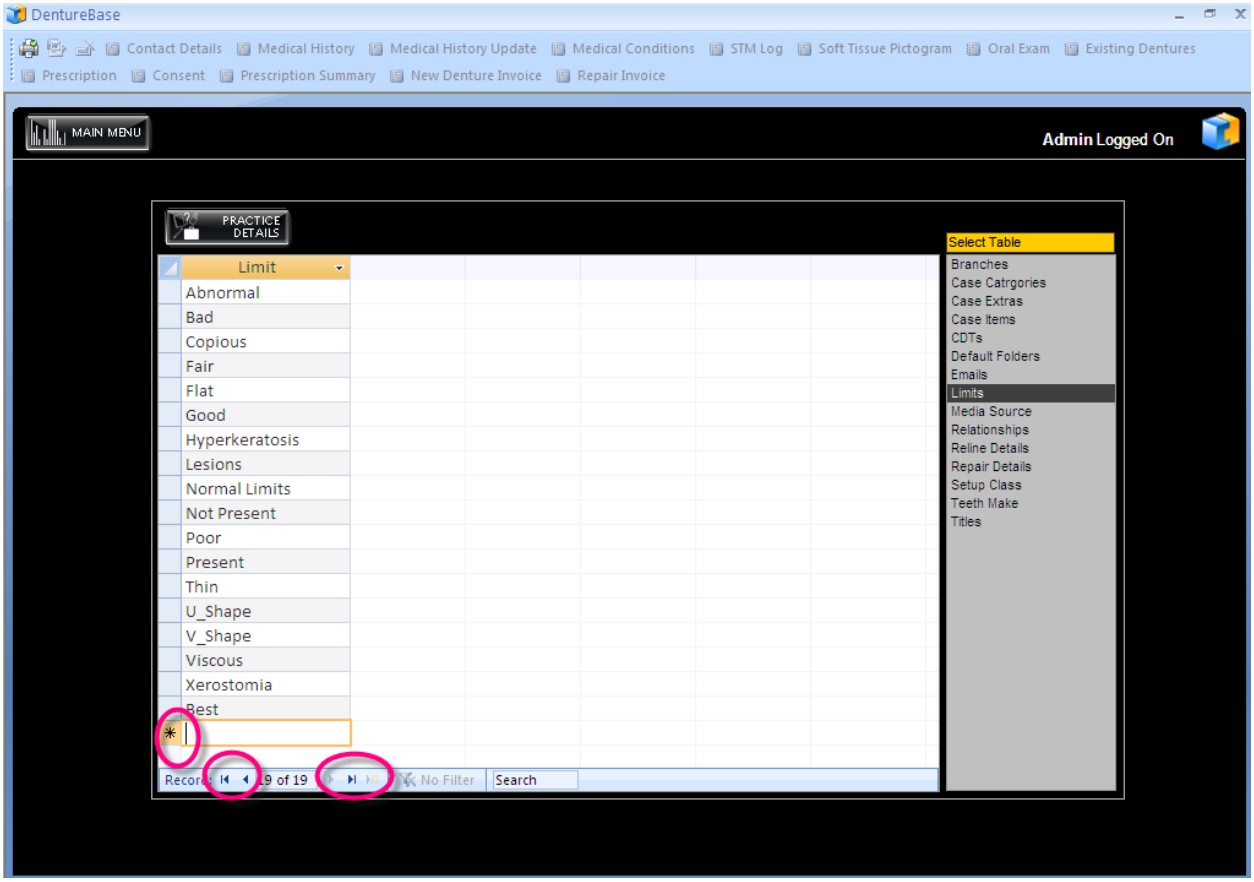
13. Click

button.

14. Click

button.

15. Locate and click **'Limits'**



16. Click '>*' selector

17. Add the New Value.

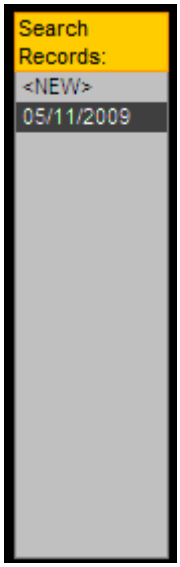
18. Click

. The new value will now be available for selection.

19. Or you can add the new value directly into the Record field for a one time entry only.

20. This procedure is the same for any of the drop down lists that do not automatically ask if you wish to add a new value.
21. Return to the Oral Exam Record page and continue entering data.
22. After filling in all fields click

to save the new Oral Exam Record.
23. Each time you create a new oral exam record the new oral exam record is added to the searchable list for that particular patient.
24. Click the oral exam date from the Oral Exam Search list to view that Oral Exam Record for that patient.



25. Only one Oral Exam Record can be made for a particular patient on any particular day.

If you need to update an Oral Exam Record on the same day as it was created;

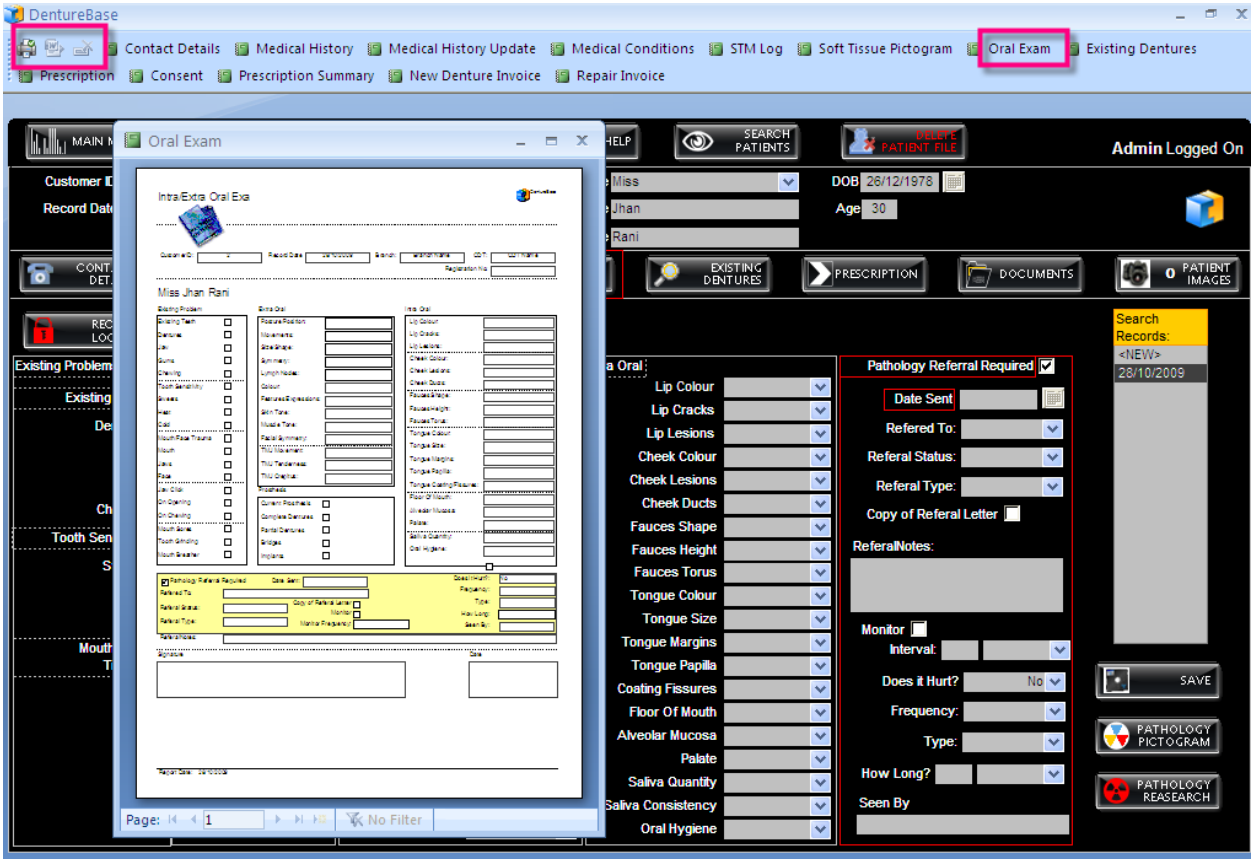
26. From the 'Search list click the **Oral Exam Date** you want to edit to open the selected record.
27. Unlock the record

to edit the Oral Exam Record

28. After all editing is complete click the

button to save the Oral Exam Record.
29. This editing and saving procedure is a very important security feature of DentureBase and must be performed when editing and saving any records for any patient.

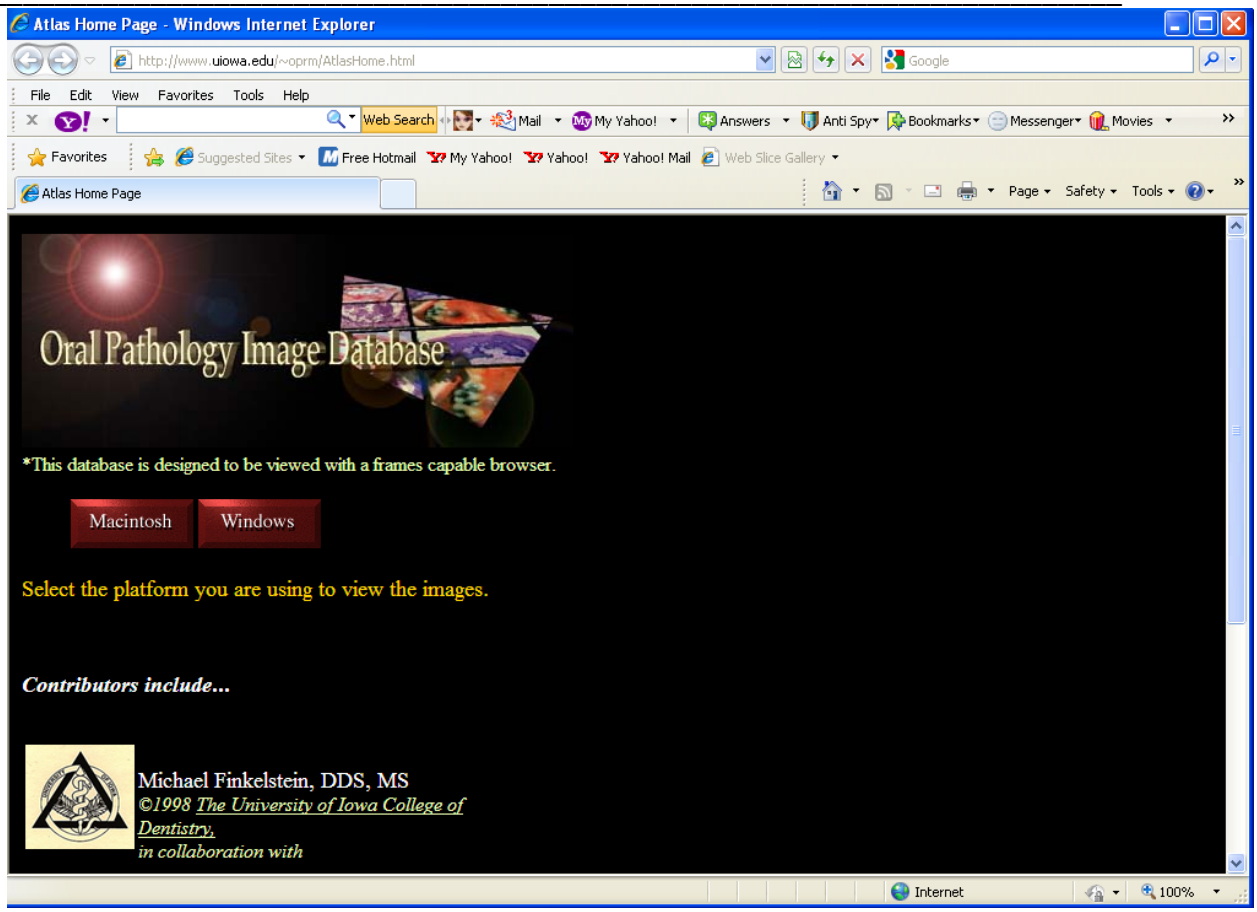
30. Click 'Oral Exam' on the Report List at the top if the screen to print off the oral exam record as shown in the screen below:



31. Click the printer icon to take a print out of the oral exam record.

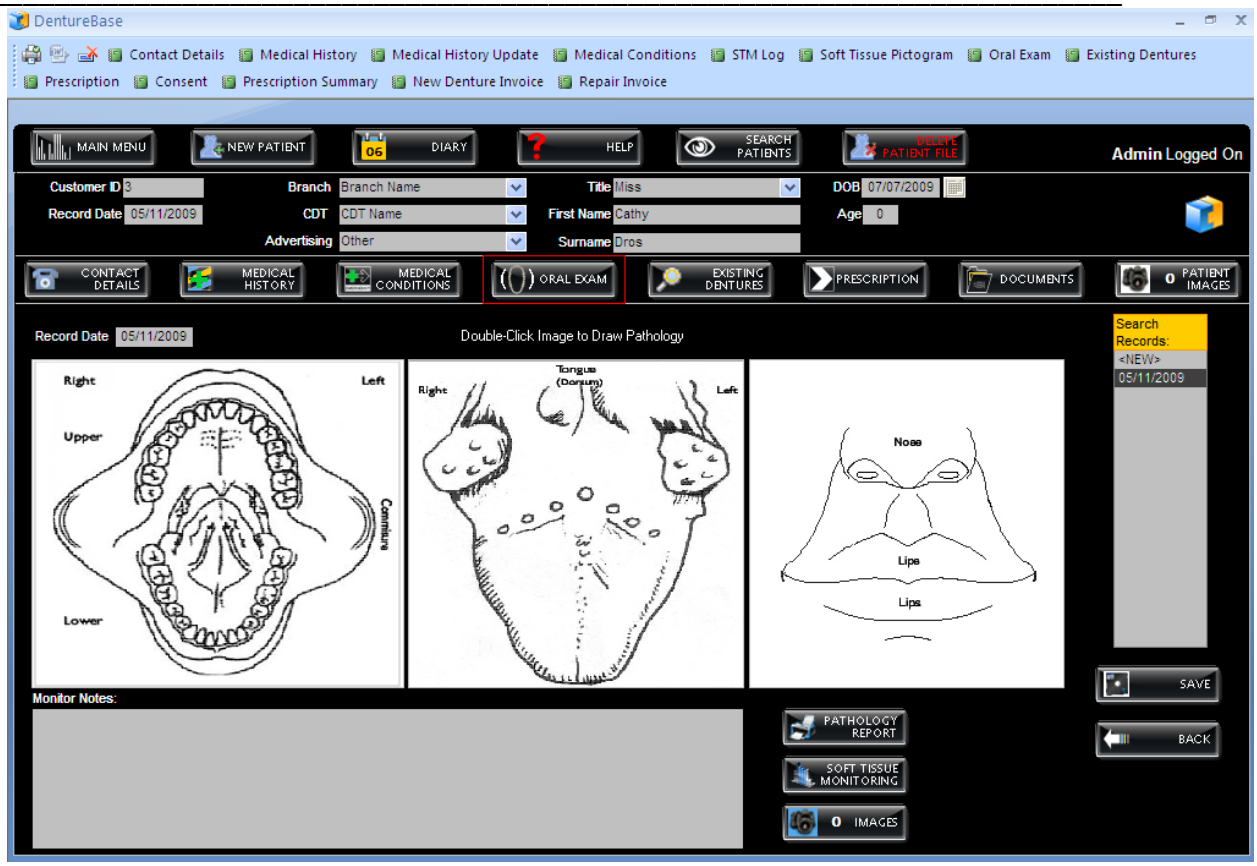
32. Click

to open the resource and research details. This will work only with an internet connection.


Atlas Home Page - Windows Internet Explorer
http://www.uiowa.edu/~oprm/AtlasHome.html
Oral Pathology Image Database
*This database is designed to be viewed with a frames capable browser.
Macintosh
Windows
Select the platform you are using to view the images.
Contributors include...
Michael Finkelstein, DDS, MS
©1998 The University of Iowa College of Dentistry,
in collaboration with

33. Click

to view the pathology report, soft tissue monitoring and images if any.



34. At any instance you can click

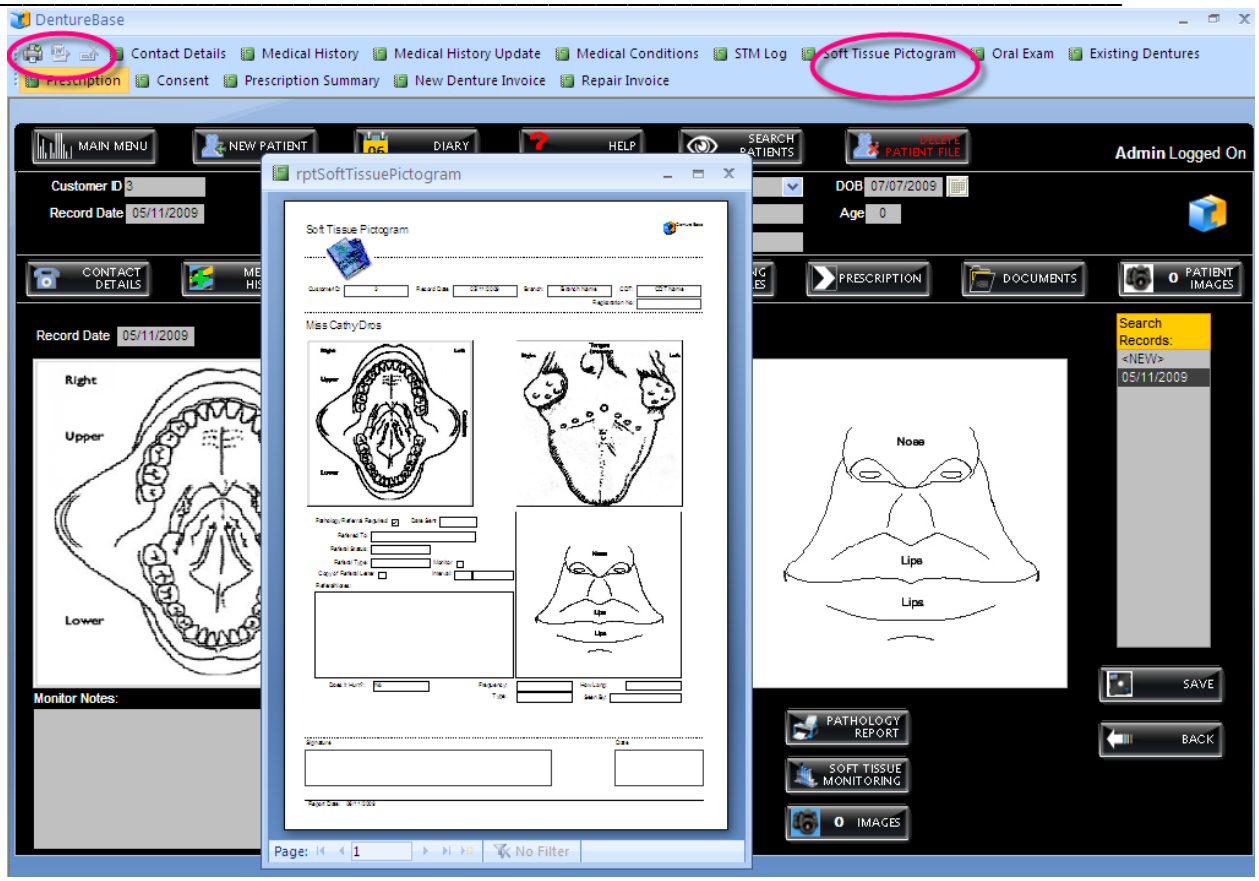
to move to the previous screen.

35. Double click on any image to draw pathology.

36. You can also enter notes in the **Monitor Notes** section.

37. Click

to open the following screen.

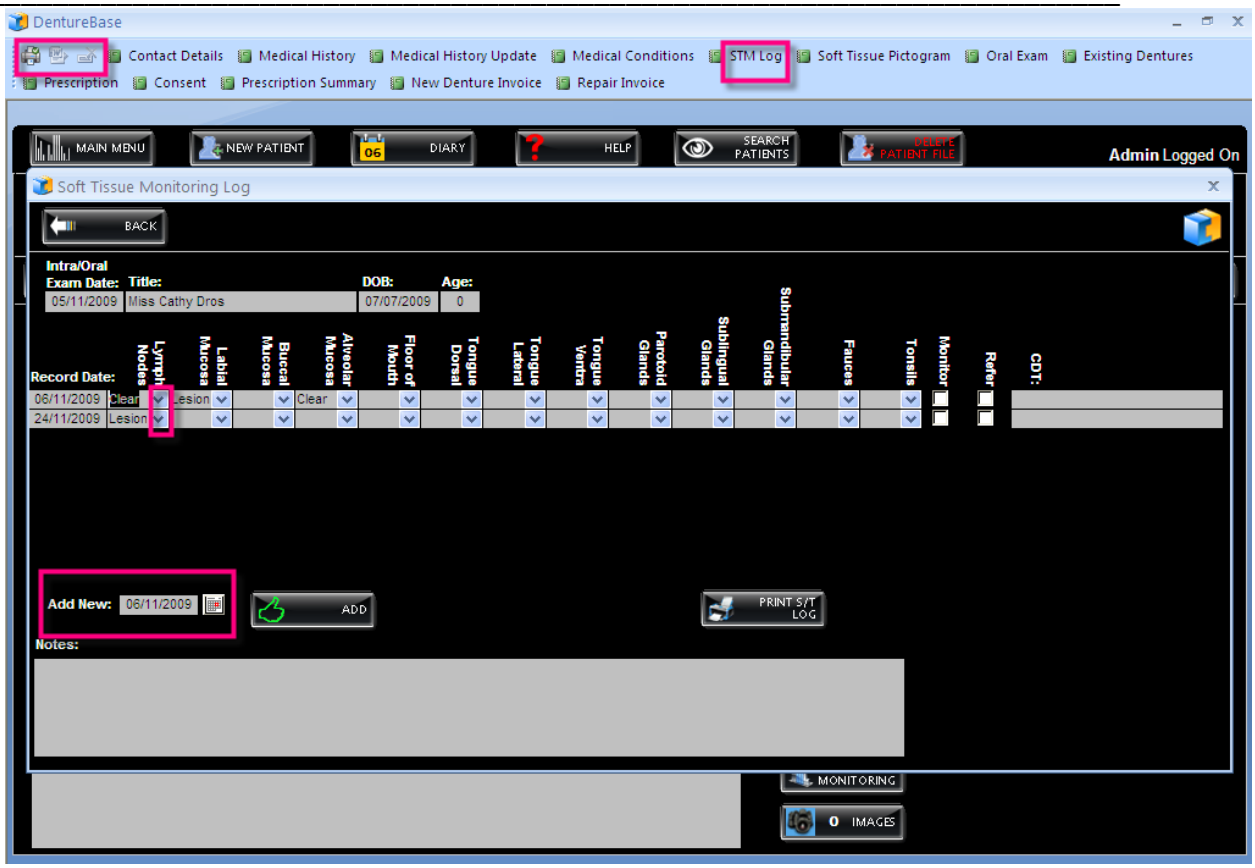


38. Use the printer icon to take a print out of the pathology report.

39. The report can also be deleted using the delete icon.

40. Click

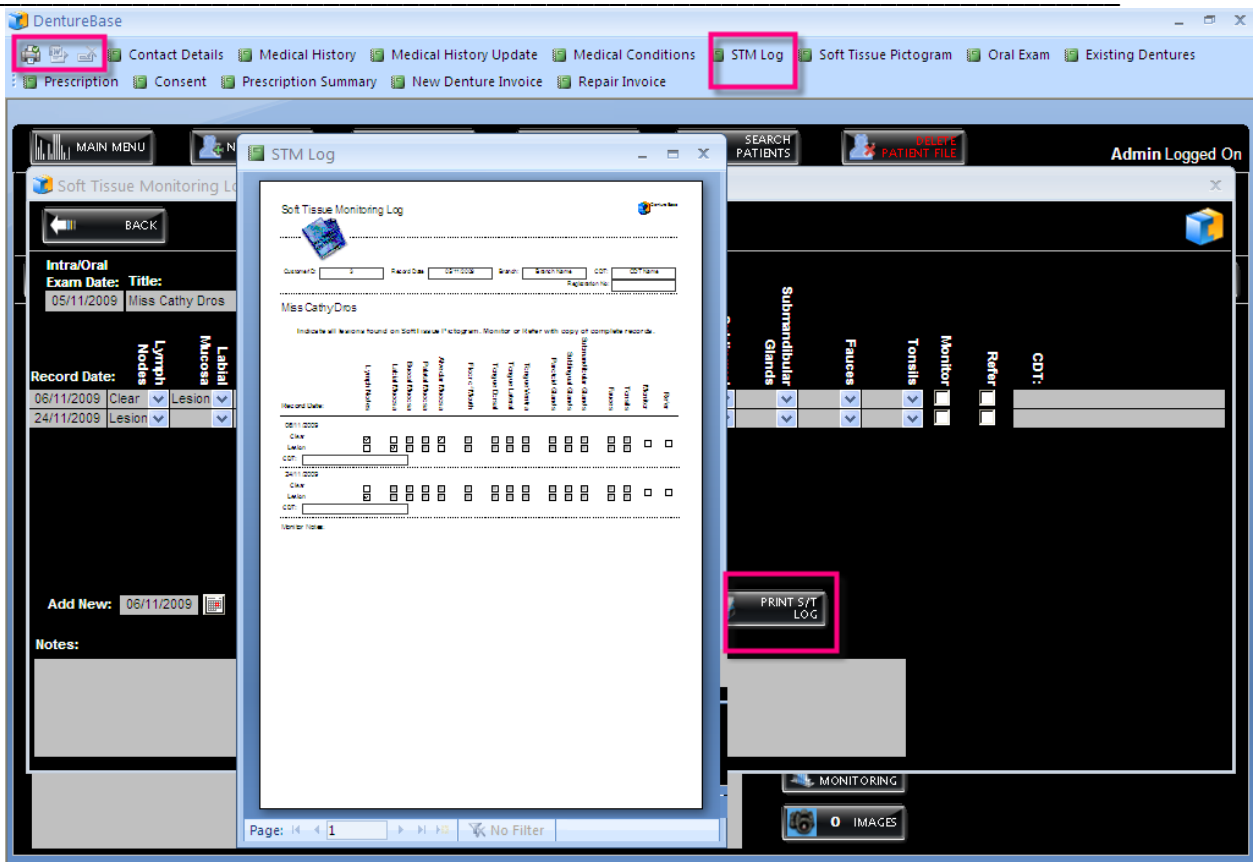
to open the following screen:



41. Click the calendar icon next to the **Add New** to select a soft tissue monitoring record date.
42. The **Exam Date, Title, Name, DOB and Age** are automatically displayed.
43. Use the arrow marks to select the soft tissue monitor log.
44. Click

to add the details to the record date.
45. Click

to print the details as shown below:



46. You can also use the printer icon on the left corner to print the details.

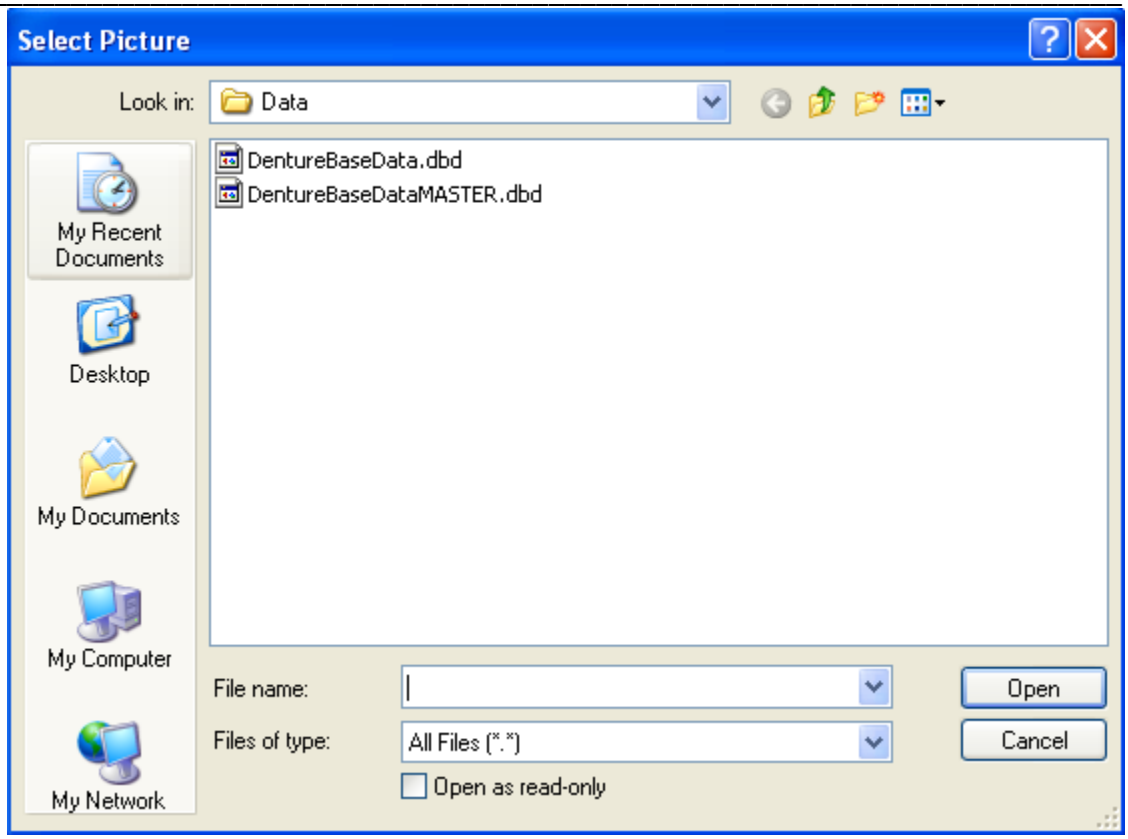
47. Click

to view the images pertaining to the patient selected. The following screen is displayed:

48. Click to take an image with a compatible camera.

49. Select a particular image and click to delete any image uploaded.

50. Click to search for any image. Select the location and click **Open**.



51. Select a particular image and click

to print the image.

52. Click

to move to the previous page if the numbers of images are many.

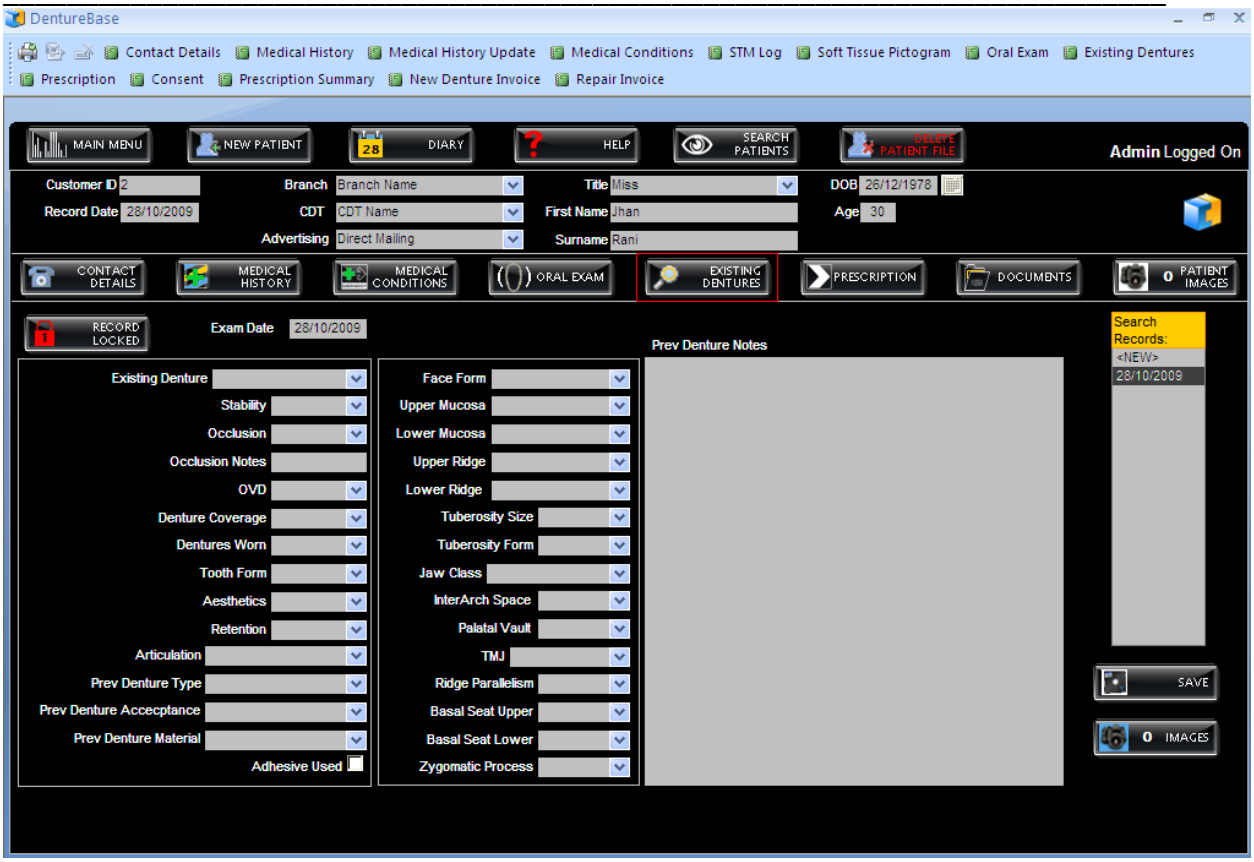
53. Click

to proceed to the next page if the numbers of images are many.

Existing Dentures

To view the existing dentures, click

to display the screen as shown below:



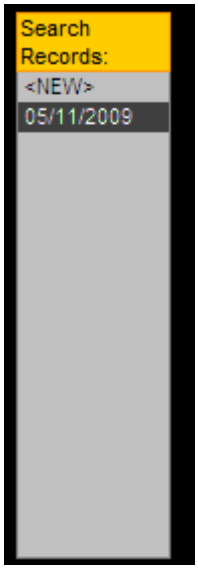
1. In the **Customer ID** field there is no action that is required as a unique 'Customer ID' is automatically generated by the system when information is first entered into the record.
2. In the **Record Date** field there is no action that is required as a Record Date is generated automatically by the system.
3. Details like **Branch, CDT, Advertising, Title, First Name, Surname, DOB, Age and Exam Date** are automatically displayed.
4.

Indicates that the record is locked.
5. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

.
6. The rest of the *'Existing Dentures'* Record is self explanatory. Fill in all details as accurately and with as much information as possible.

7. There are no *'Patient Alerts'* associated with this record.
8. After filling in all fields click

to save the new Existing Dentures Record.
9. Each time you create a new existing dentures record the new existing denture record is added to the searchable list for that particular patient.
10. Click the existing denture record date from the Dentures Search list to view that Existing Dentures Record for that patient.



11. Only one Existing Dentures Record can be made for a particular patient on any particular day.

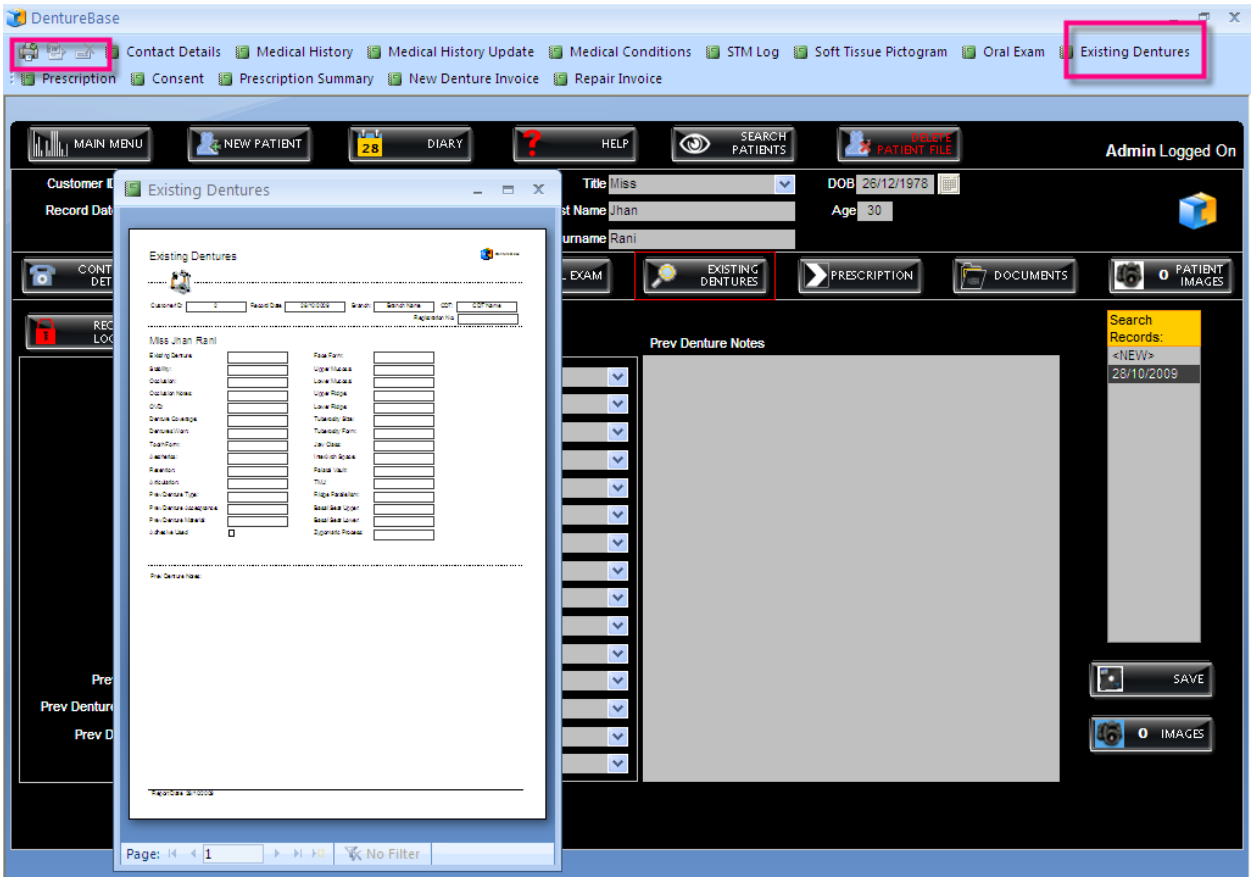
If you need to update an Existing Dentures Record on the same day as it was created;

12. From the 'Search Dentures' list click the Dentures 'Date' you want to edit to open the selected record.
13. Click

button to unlock and edit the Existing Dentures Record.
14. After all editing is complete click the

button to save and lock the Existing Dentures Record.

15. This editing and saving procedure is a very important security feature of DentureBase and must be performed when editing and saving any records for any patient.
16. To print the existing dentures, click **Existing Dentures** on the Report List at the top of the screen to print off the patient existing dentures as shown below:

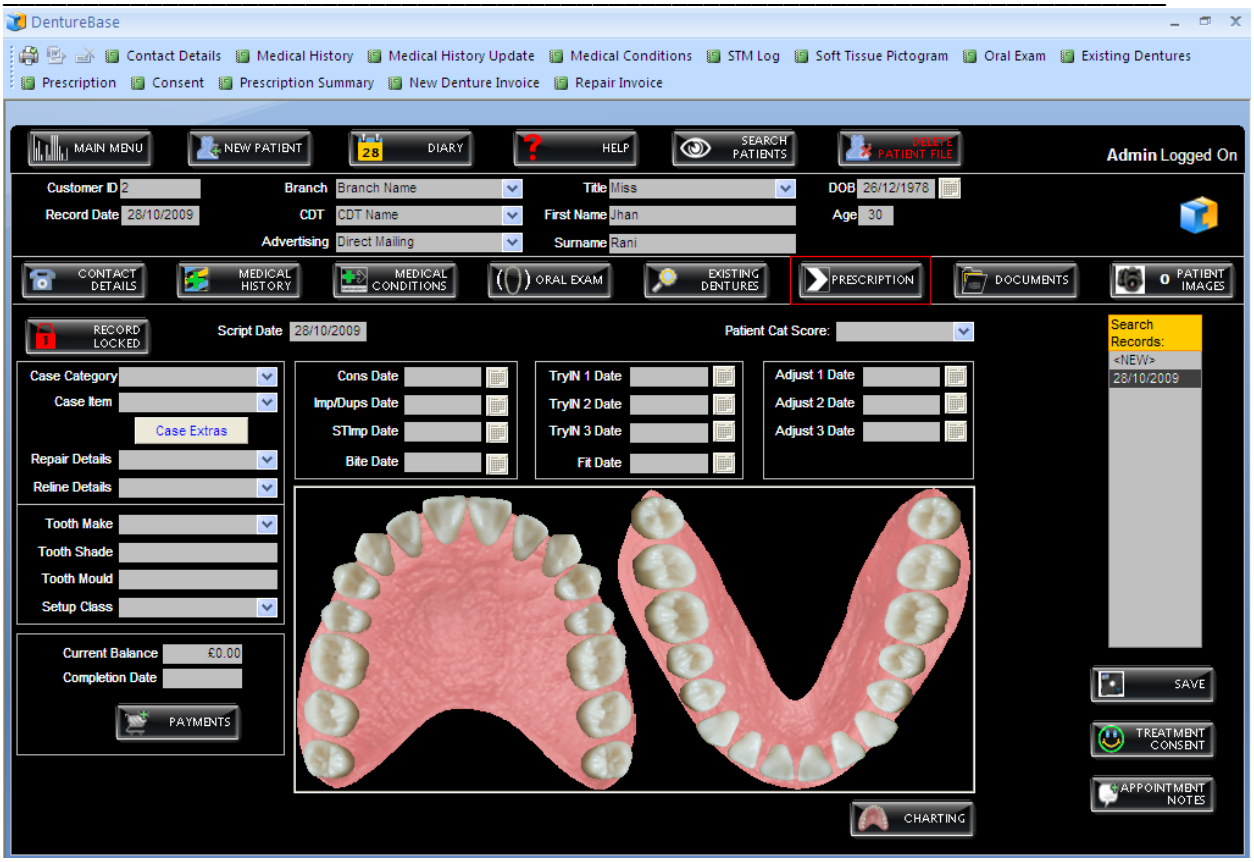


17. Click the printer icon to print the existing dentures record details.
18. Click the delete icon to delete the existing dentures record details.

Prescription

To view the prescription for each patient, click

to display the screen as shown below:



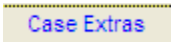
1. In the **Customer ID** field there is no action that is required as a unique 'Customer ID' is automatically generated by the system when information is first entered into the record.
2. In the **Record Date** field there is no action that is required as a Record Date is generated automatically by the system.
3. Details like **Branch, CDT, Advertising, Title, First Name, Surname, DOB, Age and Script Date** are automatically displayed.
4.

Indicates that the record is locked.
5. To enter or edit the details the record should be unlocked. Click on the Record locked button and it would be unlocked as

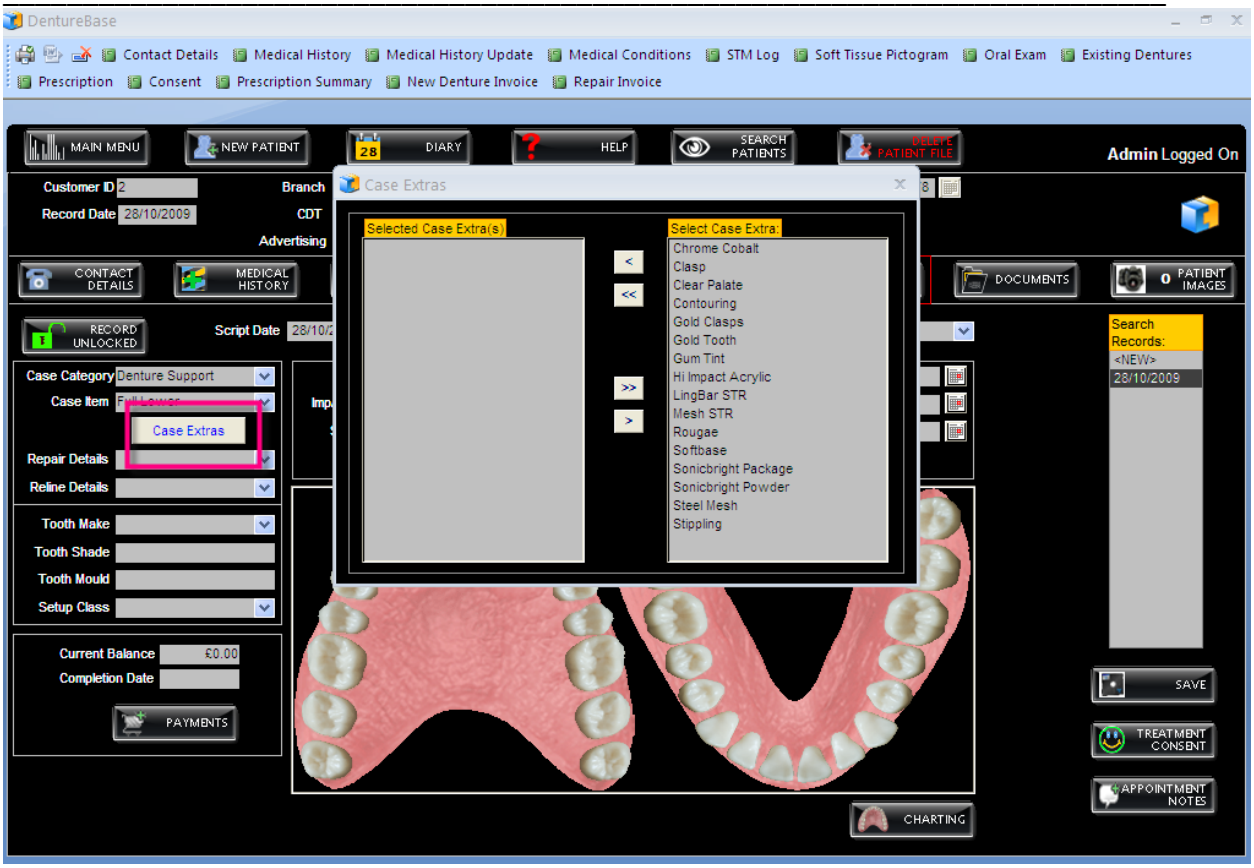
.
6. **Case Category** – describes the type of treatment to be carried out e.g. New Denture, Repair etc. Add to list if required.

7. Once the Case Category is selected from the drop down list, a new screen opens to select the case item and the cost.

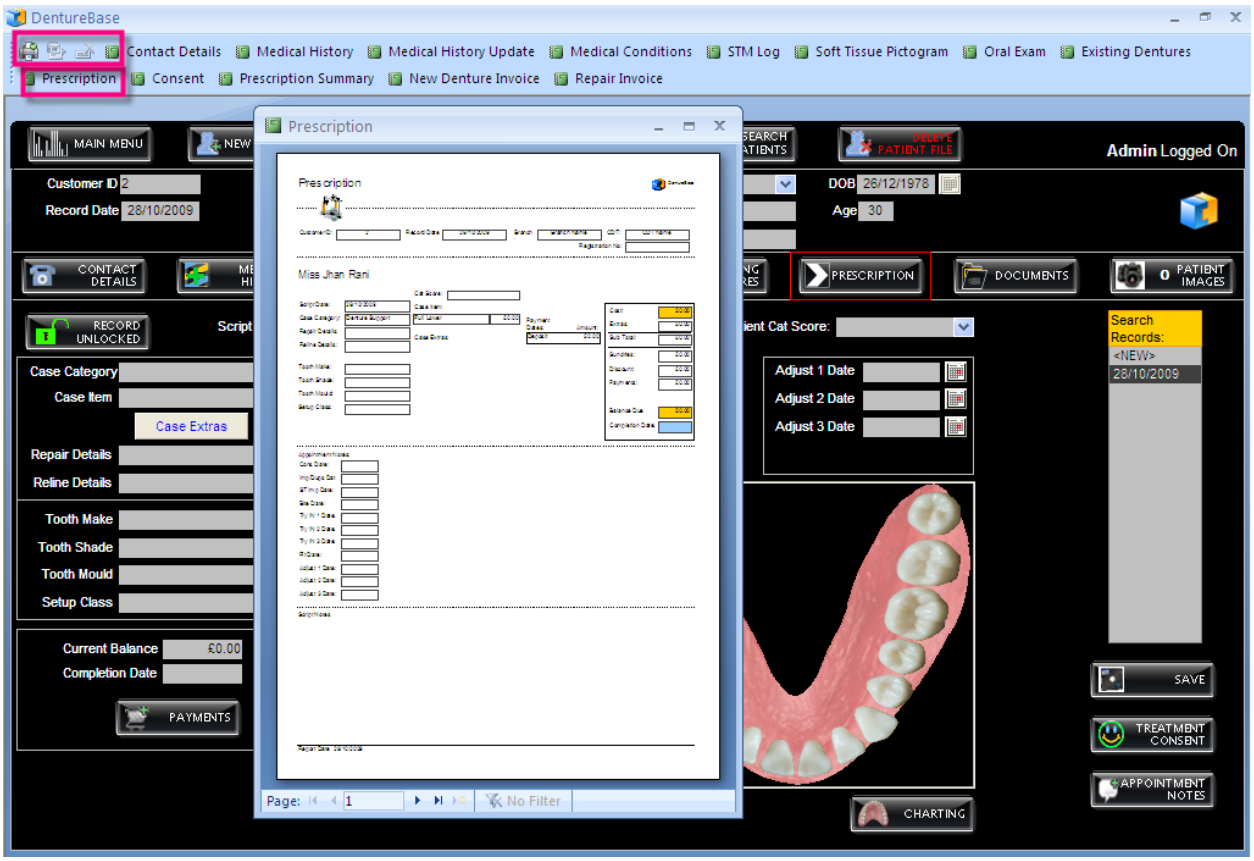
8. Click

to add the **Prescription cost**.
9. **Case Item** – describes the area of treatment carried out e.g. Part upper, full upper etc.
10. Fill in the remaining fields with as much detail as possible
11. To add a case extra to the prescription e.g. chromes cobalt frame work, click 

button to open the entry form.



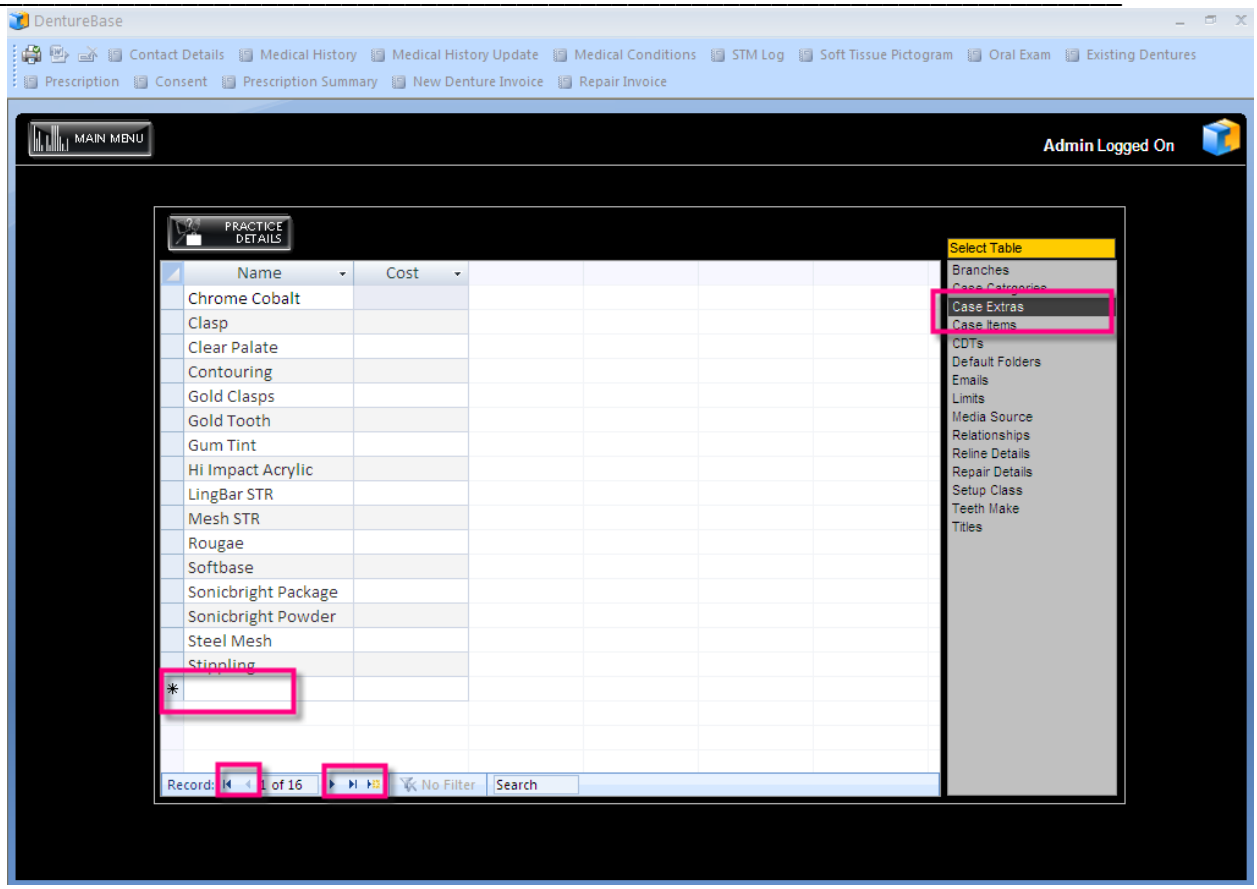
12. Highlight or double click the required case extra from the right hand column.
13. **Select Case Extra** to pass it over using the <> keys to the left hand column **Selected Case Extra**.
14. To delete a Case Extra from the Prescription reverse the previous process.
15. Close the Case Extras Form by clicking the 'X' at the top right of the form.
16. After having completed your selection the selected Case Extras are now attached to the Prescription and can be viewed by opening the Prescription Report from the top row report lists.



17. When you print the prescription the Case Extras will be shown on the prescription printout.
18. You can add to the Case Extras list in Edit Options from the Main Menu.
19. To add to Case Extras Dropdown List:
20. Click

21. Click'

. Locate and click **Case Extras**.



22. Click '>*' selector
23. Add the New Value.
24. Click

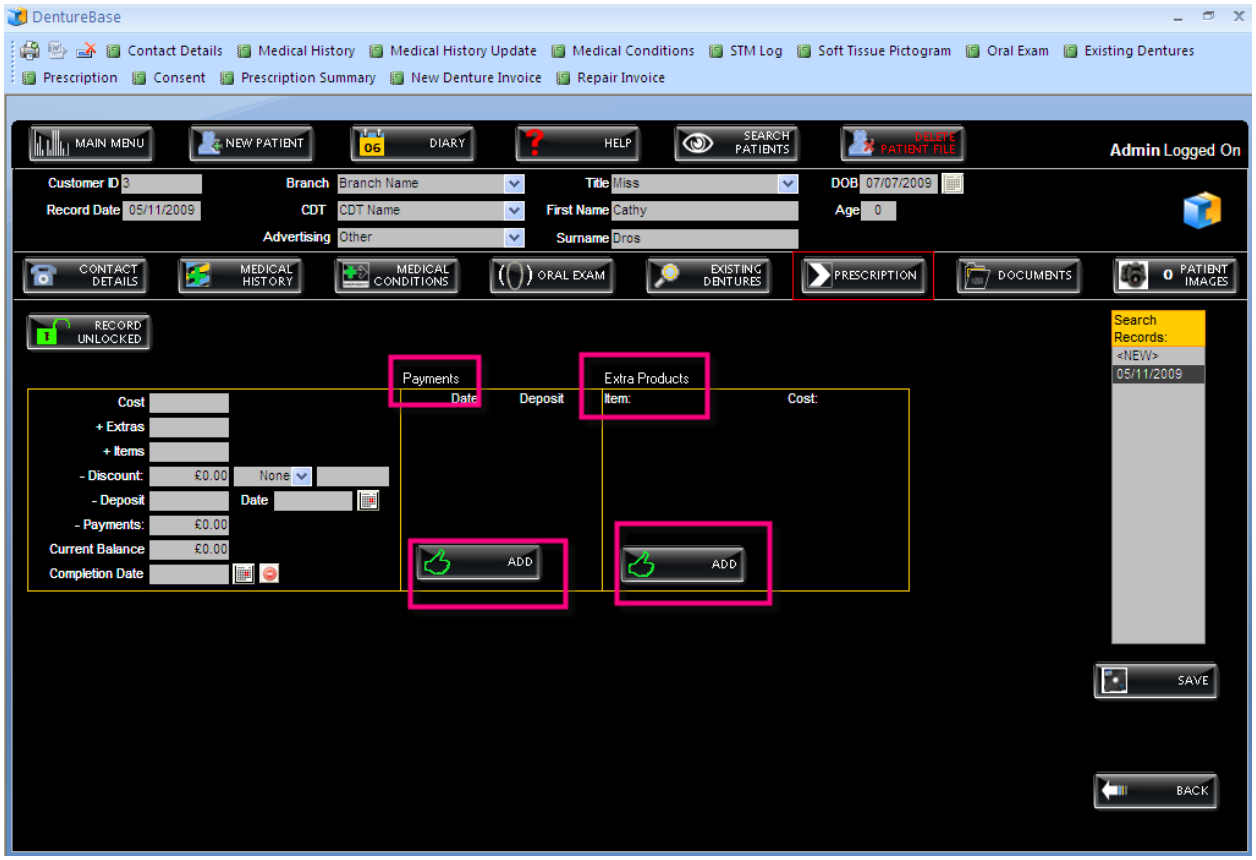
. The new value will now be available for selection.
25. Selecting 'Low' from 'Patient Cat Score'

will generate a 'Patient Alert Warning'.
26. This is a useful Alert and will serve as a reminder of your assessment of this patient, if you judge that you do not wish to treat this patient again in the future for any particular reason. E.g. bad payment record.
27. When you return to this patient file at a future date the patient alert will warn you that you need to read all the records before treatment.
28. The type of Patient Alert will be shown on the Patient Details Screen when first entering the record.

29. Click '*OK*' on the warning dialog box to continue editing or viewing the record.

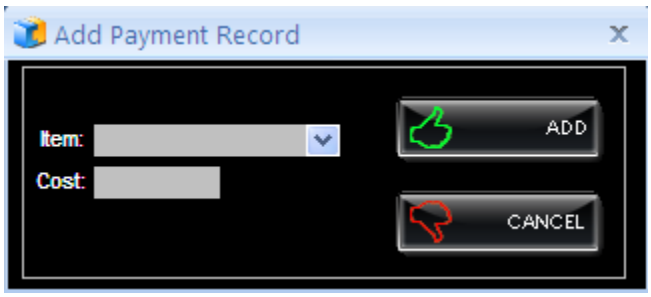
30. Click

. The following window will be displayed.



31. Click

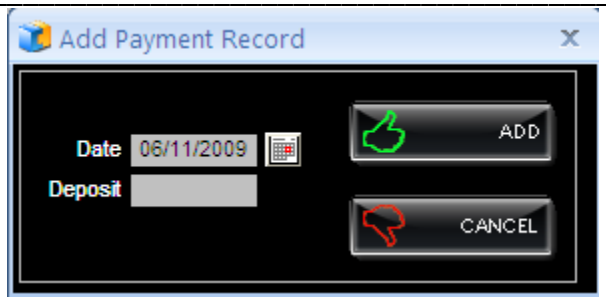
in **Extra Products.** The following window opens.



32. Select the **Item** and enter the **cost** and click **Add**.

33. Click

in **Payments.** The following window opens.

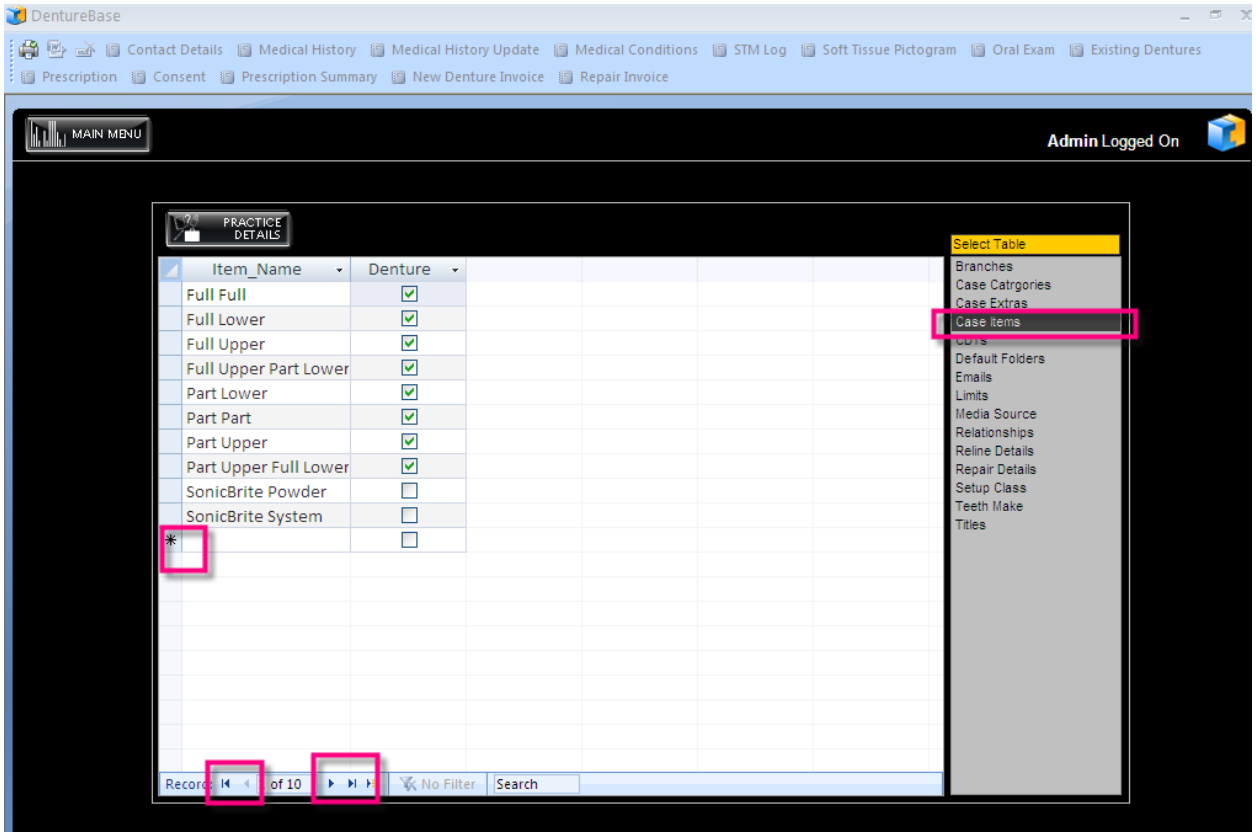


34. Select the **Date** using the calendar icon and enter the **Deposit** value and click **Add**.
35. The balance will be displayed in the **Current Balance** field.

To add Case Items to the list:

36. Return to

37. Click Edit Options
38. Click Case Items



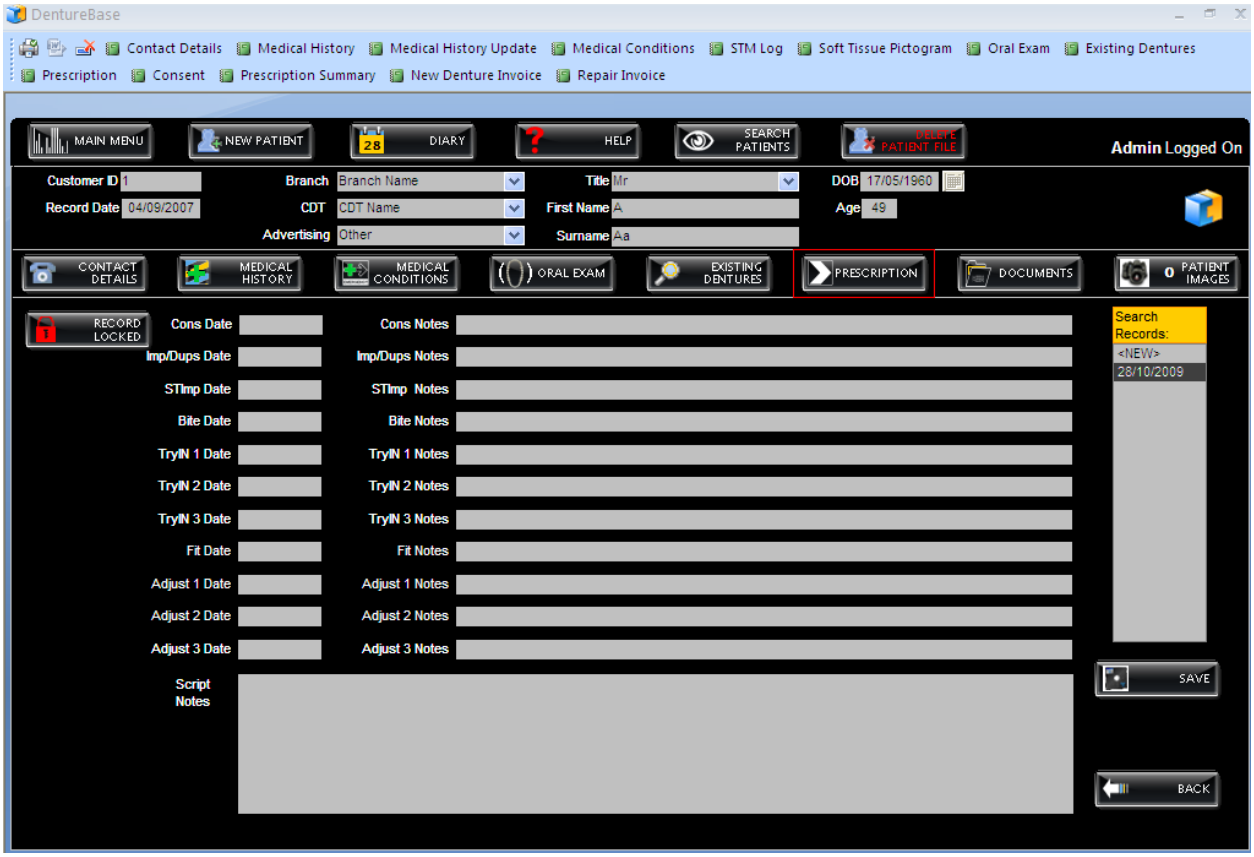
39. Click '>*' selector

40. Add the New Value.
41. Click

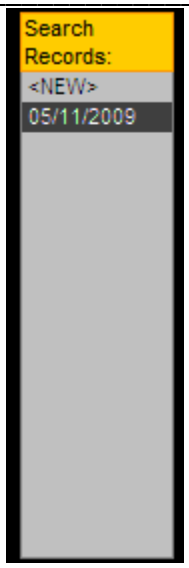
. The new value will now be available for selection.
42. The Completion Date field

on the Prescription page is one of the most important fields in the entire database.
43. The majority of Practice management reports and features rely on this field being filled in when the Prescription has been fulfilled and patient s prosthesis has been fitted.
44. Complete this field when all work has been done together with the fitting date.
45. This is the date on which final payment is made for the treatment on the prescription.
46. A set of appointment notes are tied to each individual prescription.
47. When you view a particular prescription the appointment notes for that prescription are automatically generated for the prescription.
48. Click'

on the Prescription page. The following Appointment Notes screen is displayed:



49. Fill in all details as accurately and with as much information as possible for that particular appointment.
50. Each time you create a new prescription record the new prescription record is added to the searchable list for that particular patient.
51. Click the prescription record date from the Prescription Search list to view that Prescription Record for that patient.



52. Only one Prescription Record can be made for a particular patient on any particular day.

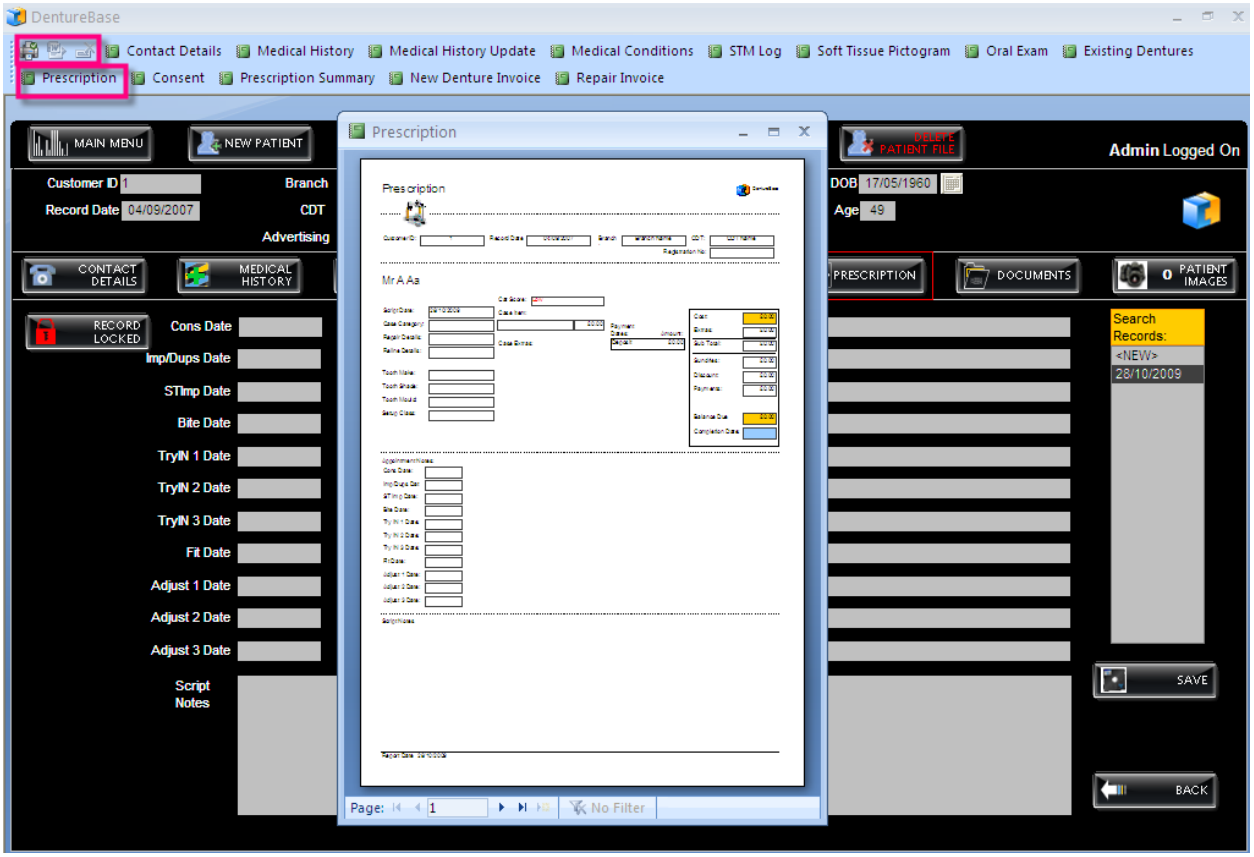
If you need to update a Prescription Record on the same day as it was created;

53. From the 'Search Prescription' list click the Prescription 'Date' you want to edit to open the selected record
54. Click

to unlock the Prescription Record.
55. After all editing is complete click the '

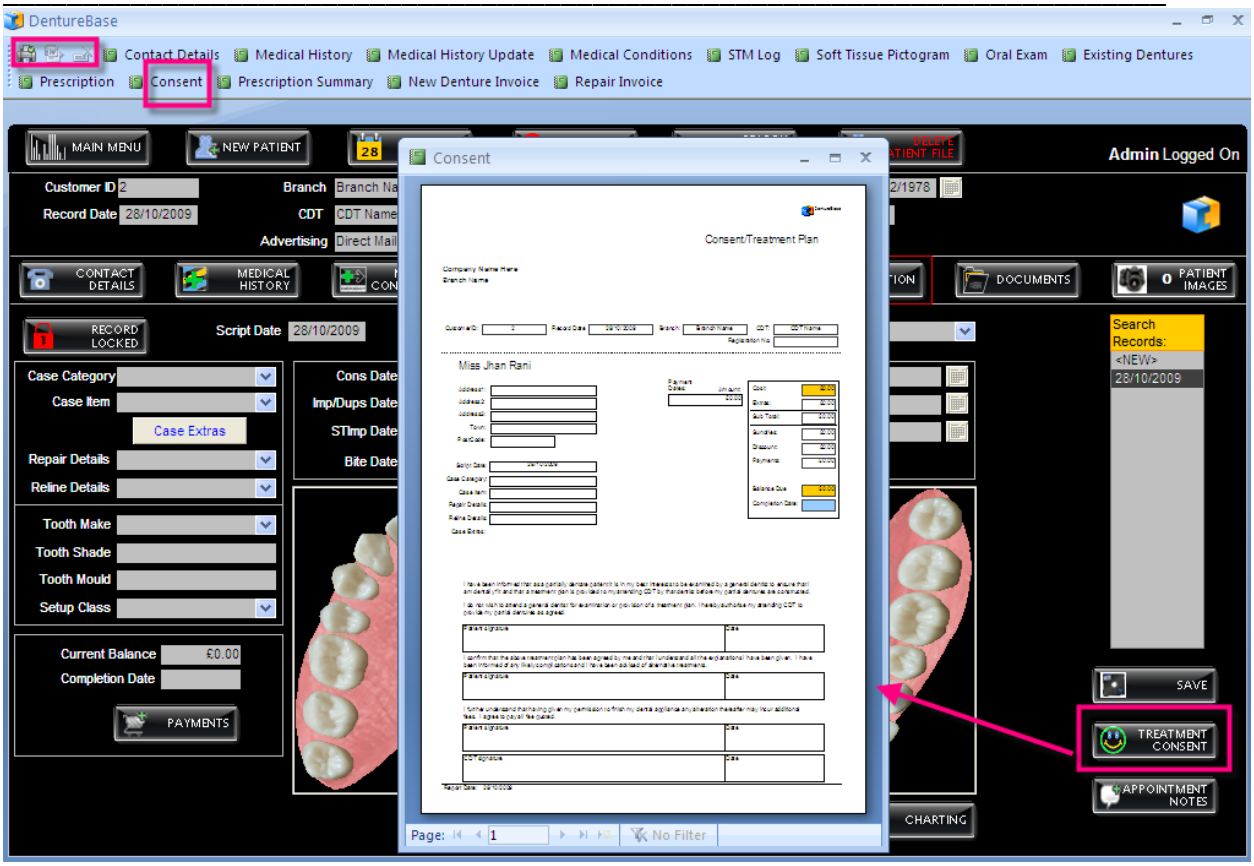
button to save and lock the Prescription Record.
56. This editing and saving procedure is a very important security feature of DentureBase and must be performed when editing and saving any records for any patient.

57. To Print the Prescription and Appointment notes, Click **Prescription** on the top of the screen to print off a Prescription Record.



58. A very basic 'Treatment Consent' form is included in DentureBase; however it must be understood that the use of this Consent form is entirely at the Users Risk and is NOT a legal document.
59. You should take advice as to the format and content of your own Consent Form.
60. To access it click

button, the following screen is displayed:

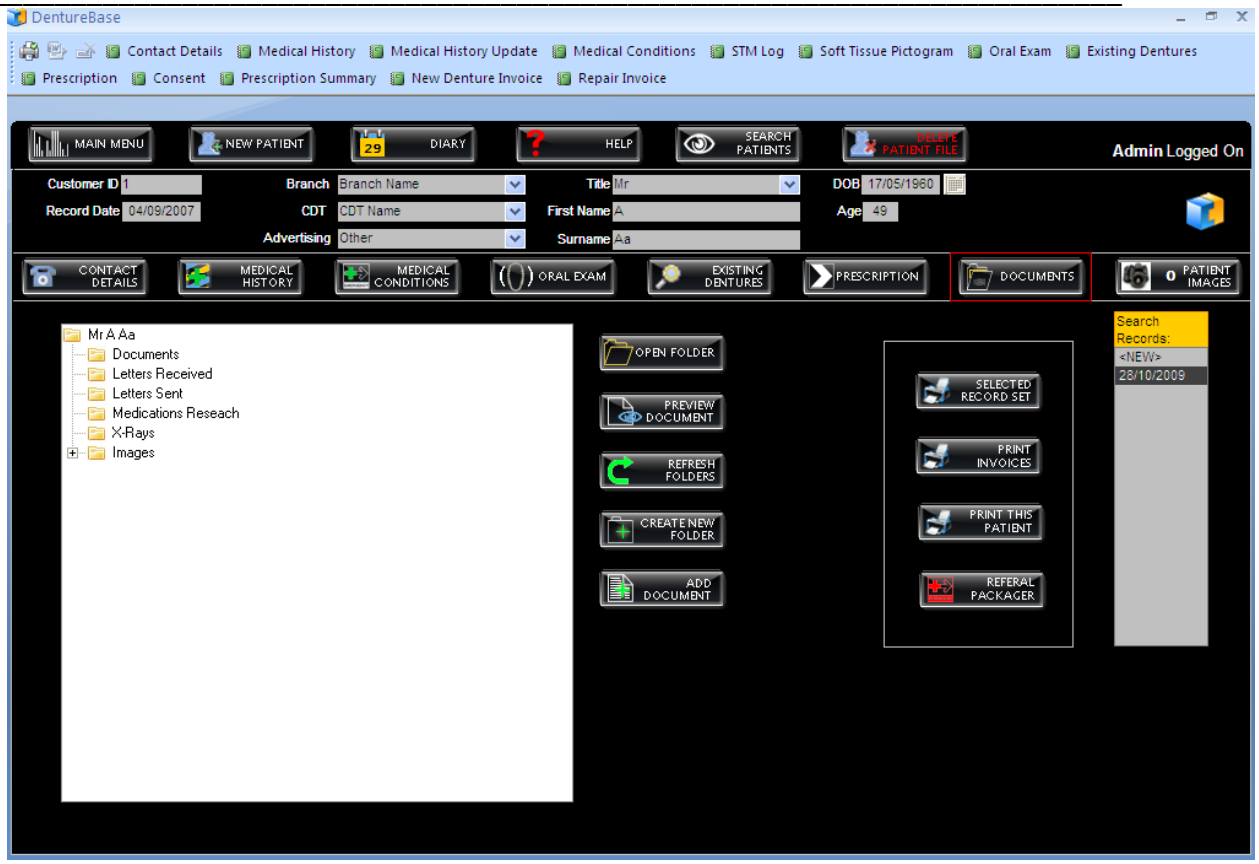


61. The Consent form takes the values from the Prescription.
62. Click ‘Print Icon’ to print out.

Documents

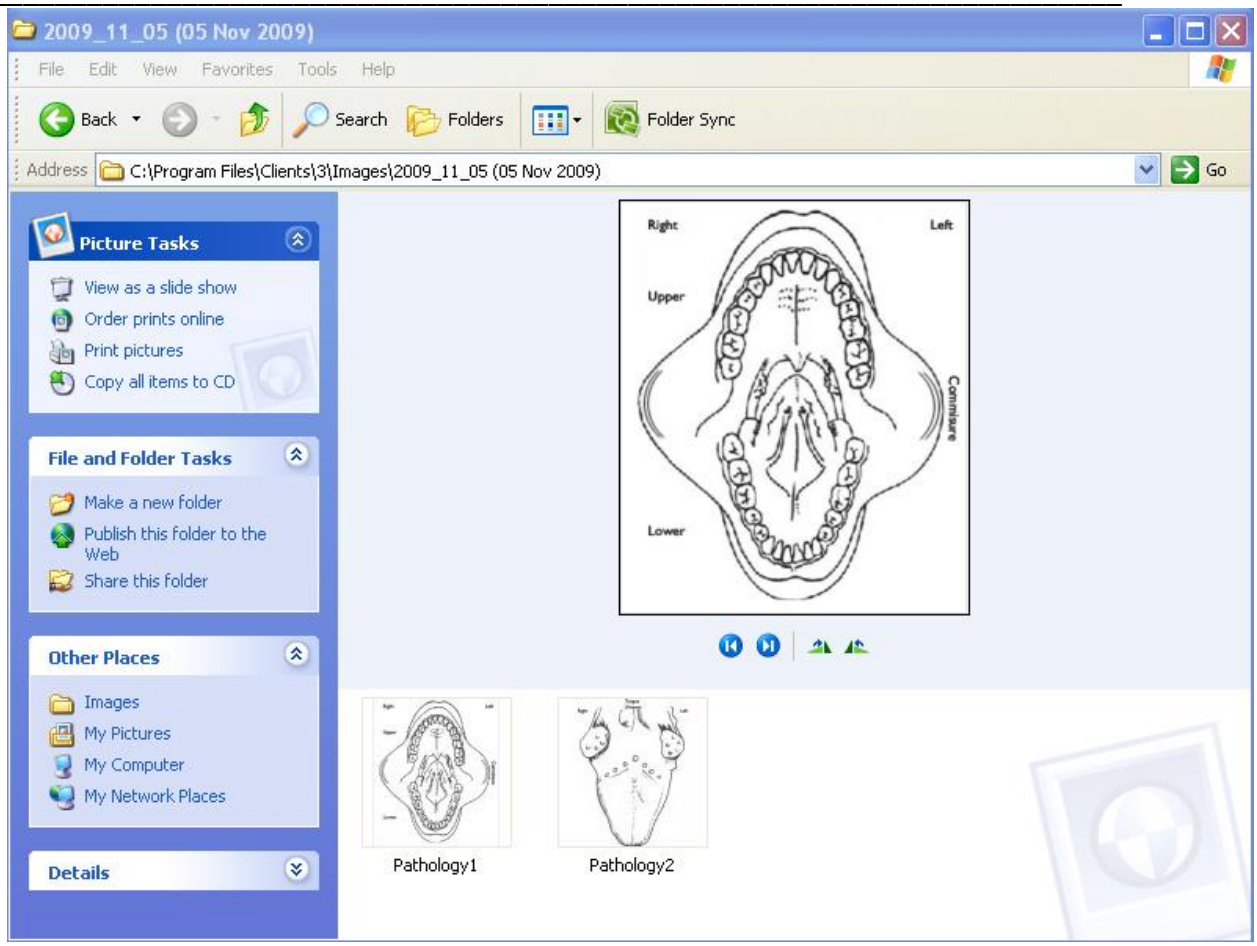
1. Click

to open the documents tab. The following screen is displayed:



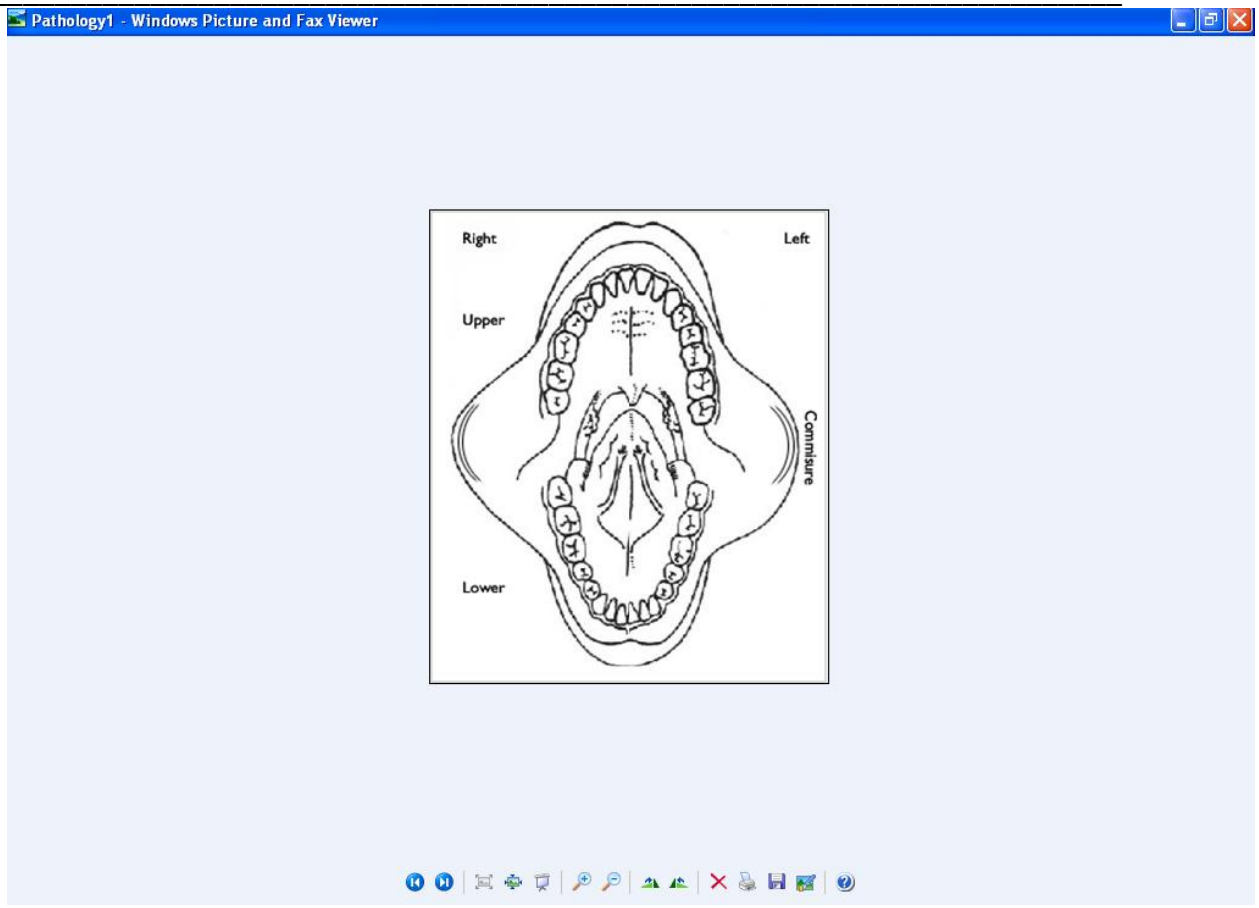
2. Select a folder and click

to open the selected folder. For example if Images folder is selected to open, then the following screen is displayed.



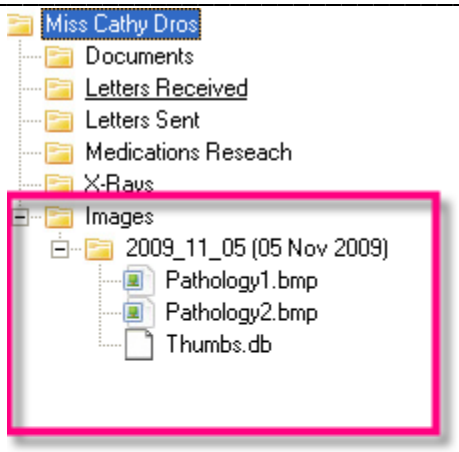
3. There are folders like Documents, Images, Letters Received, Letters sent, Medication Research and R rays.
4. These folders contain the details pertaining to the patient selected.
5. Select a particular file and click

to preview the document. For example if pathology1.bmp is selected to be previewed the following screen is displayed.



6. Click

to refresh the folders. Thus all the expanded folders collapse into the original form. This is shown in the following two images:

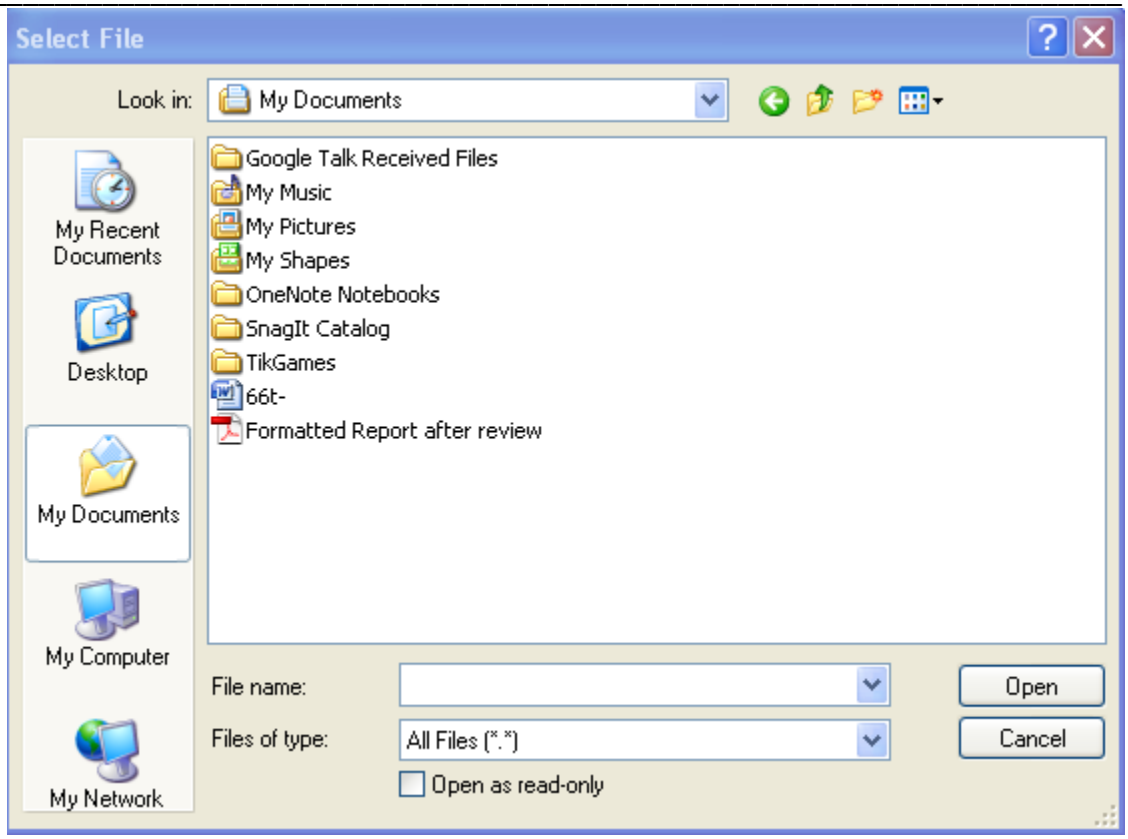


7. Click

to create a new folder. The new folder is displayed in the left hand side.

8. Click

to add a new document. The following screen is displayed. Select the document from the location to add it.



9. Clicking of

will queue all the records related to the patient for printing.
10. The records include contact details, medical history, medical history update, medical conditions, STM log, Soft tissue pictogram, oral exam, existing dentures, prescription, consent and prescription summary.
11. Clicking of

will queue the invoices namely new denture invoice and repair invoice for printing.
12. Clicking of

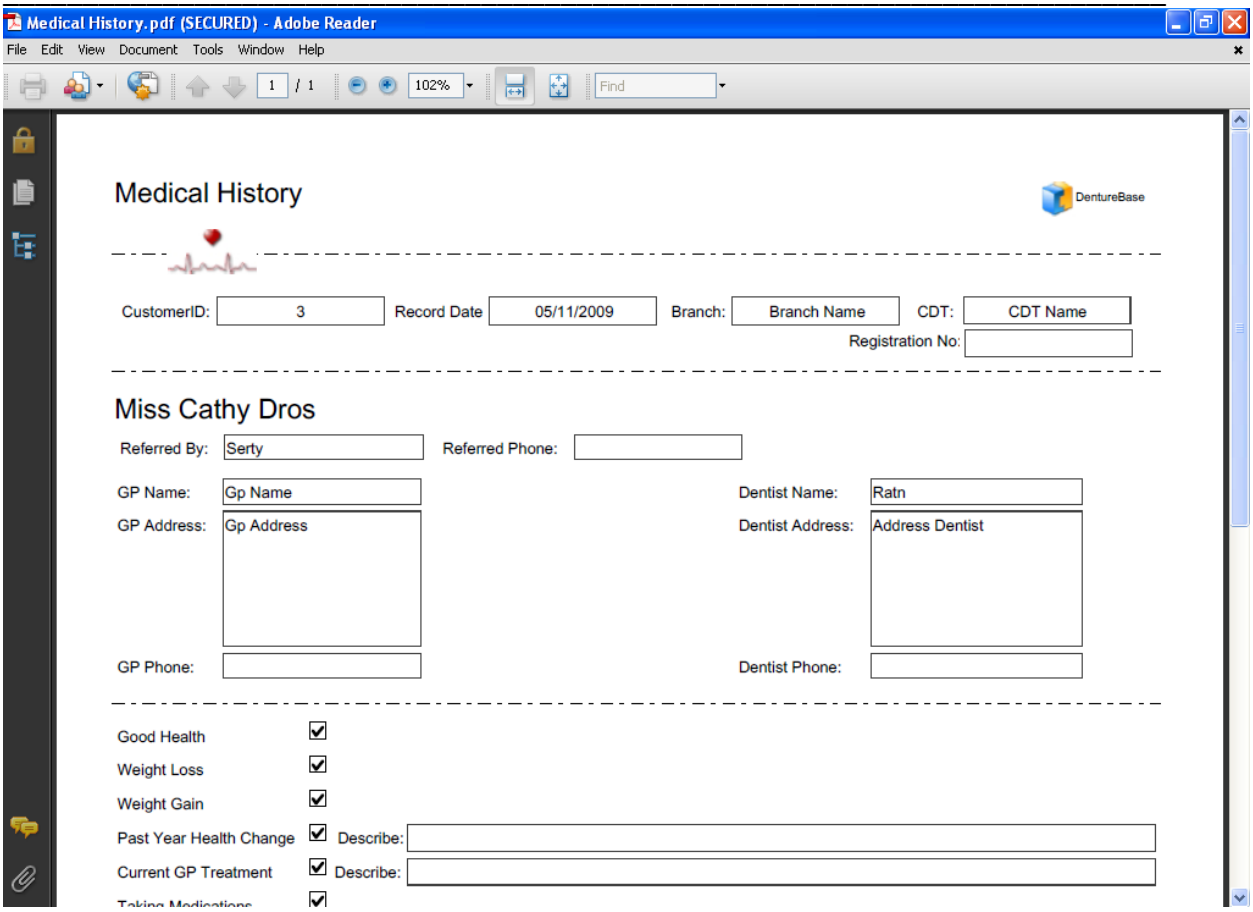
will print contact details, medical history, medical history update, medical conditions, STM log, Soft tissue pictogram, oral exam, existing dentures, prescription, consent and prescription summary pertaining to the patient.
13. Click

to display the referral package as shown below:

14. Select the file or report name that needs to be included.
15. Double click the file or report name to preview.
16. The number of **Selected** and **All** report or file name is displayed:
17. The files can be displayed by **Record date or All.**
18. The selected file can be **Merged to multi page PDF or Compressed to a zip file**.
19. Enter the email address of the recipient in **Email To.**
20. Click

to email the package to the recipient.
21. Click

to open the files in PDF format a sample of which is shown below:



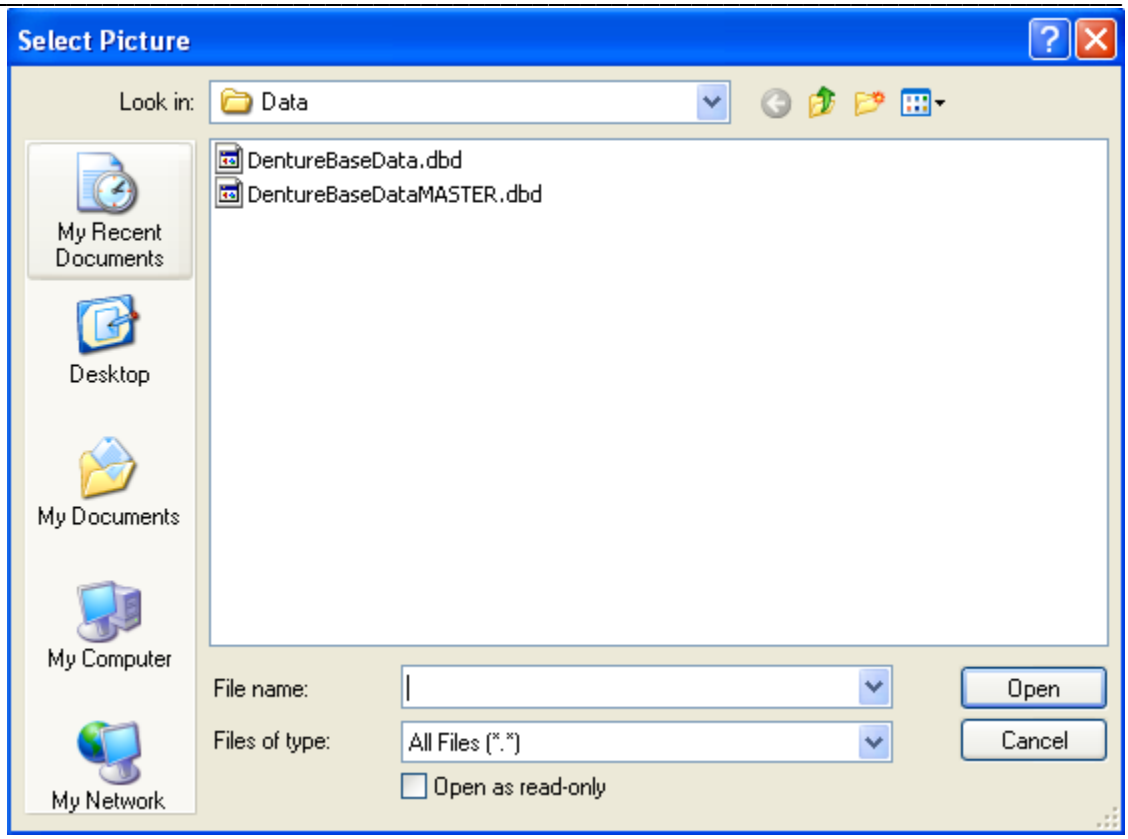
Patient Images

This option allows you to find, acquire, delete or print image of the patient.

22. Click to take an image with a compatible camera.

23. Select a particular image and click to delete any image uploaded.

24. Click to search for any image. Select the location and click **Open**.



25. Select a particular image and click

to print the image.

26. Click

to move to the previous page if the numbers of images are many.

27. Click

to proceed to the next page if the numbers of images are many.

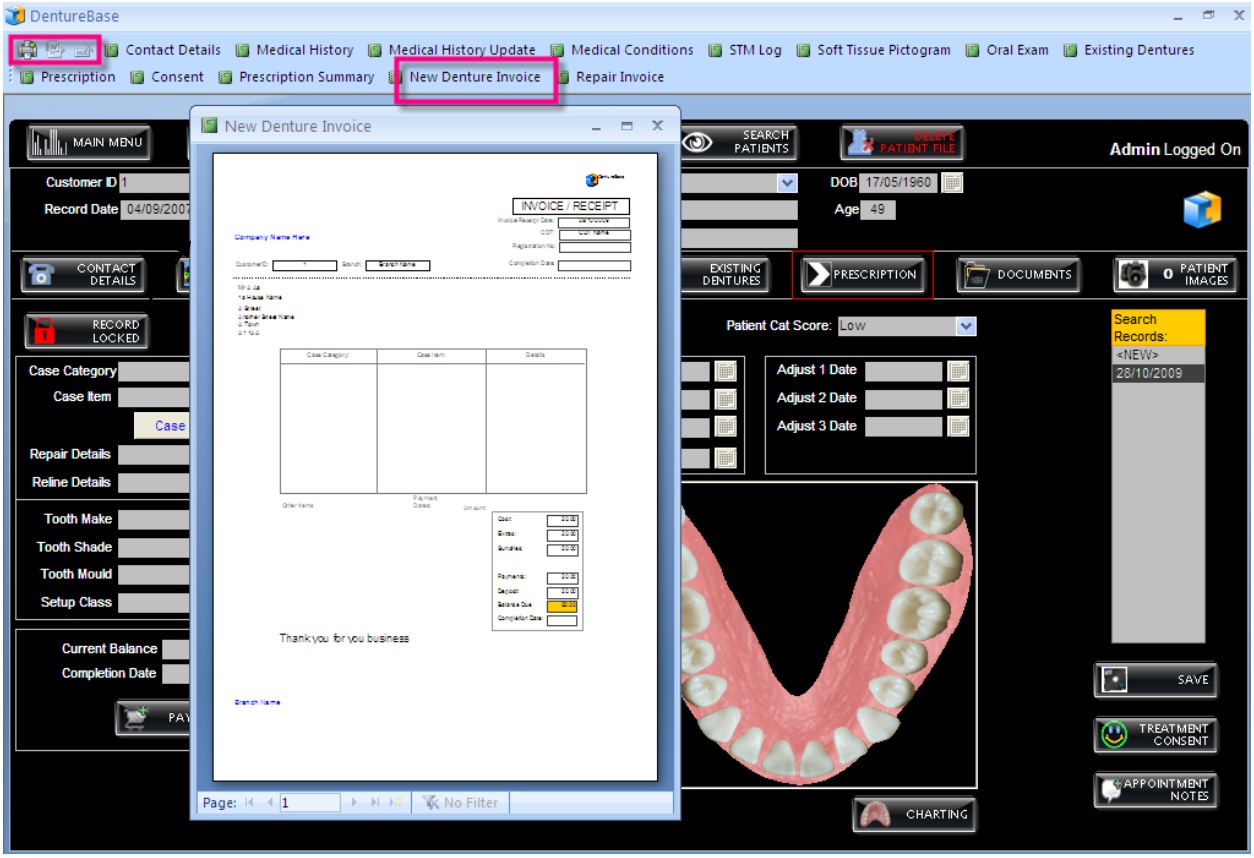
Invoices

There are two simple Invoice / receipt available with DentureBase:

- New Denture Invoice- Used for New Dentures and Extra Products
- Repair Invoice- Used for Repairs

To generate a New Denture Invoice or an Extra Product Invoice:

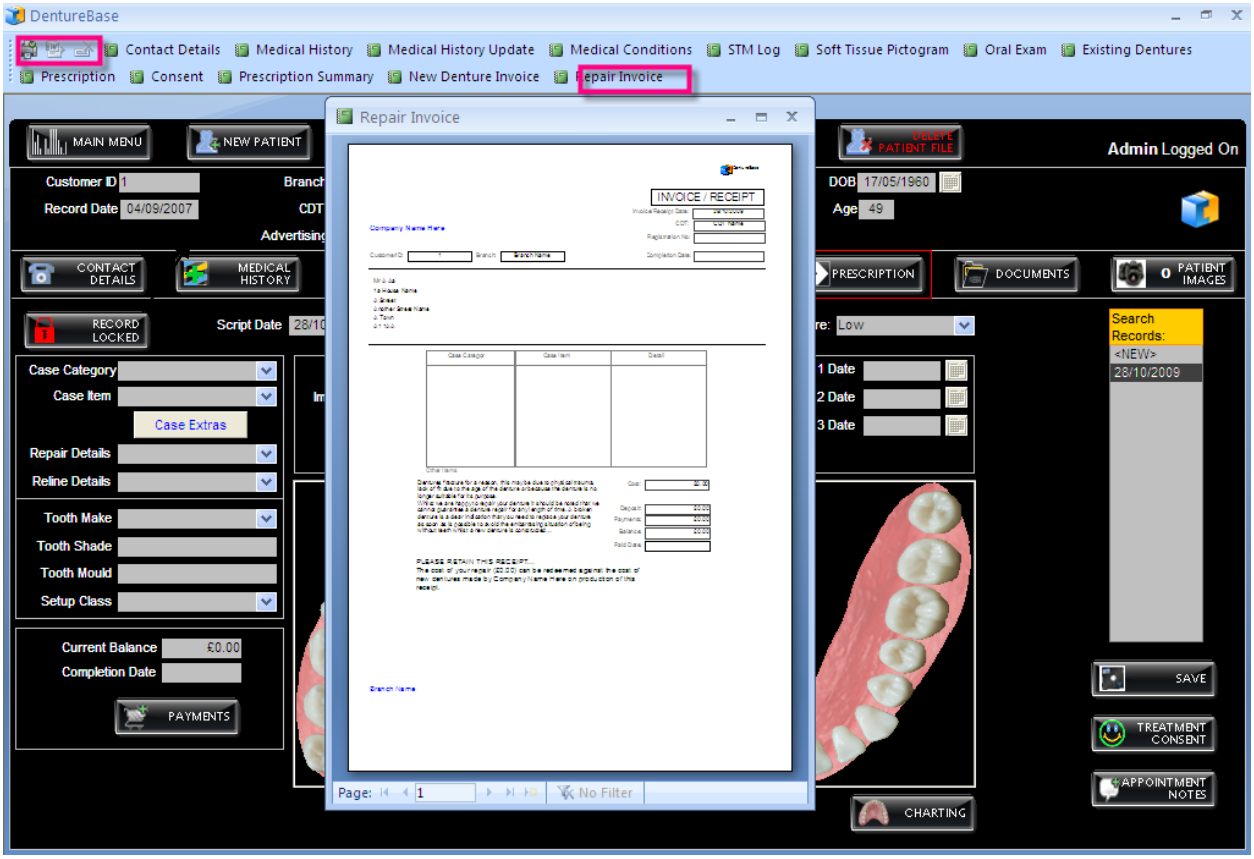
1. From the Patients ‘Prescription’ screen record ensure all required fields and data are filled in correctly
2. Click ‘New Denture Invoice’ on the top row reports to open the Invoice on screen



3. Click ‘Print’ Icon to print the Invoice.
4. The same procedure is used to generate a Repair Invoice except you use the ‘Repair Invoice button instead of ‘New Denture Invoice’ button.

To generate a Repair Invoice,

5. From the Patients ‘Prescription’ screen record ensure all required fields and data are filled in correctly
6. Click ‘Repair Invoice’ on the top row reports to open the Invoice on screen



7. Click ‘Print’ Icon to print the Invoice.

Invoice Logo

- You can add a Company Logo and Invoice Text to the two invoices
- The image size of the Company Logo must be no greater than:290 x 100 pixels
- As high a resolution as possible e.g. 4600 pixels/cm
- MUST be saved as ‘CompanyLogo.bmp’

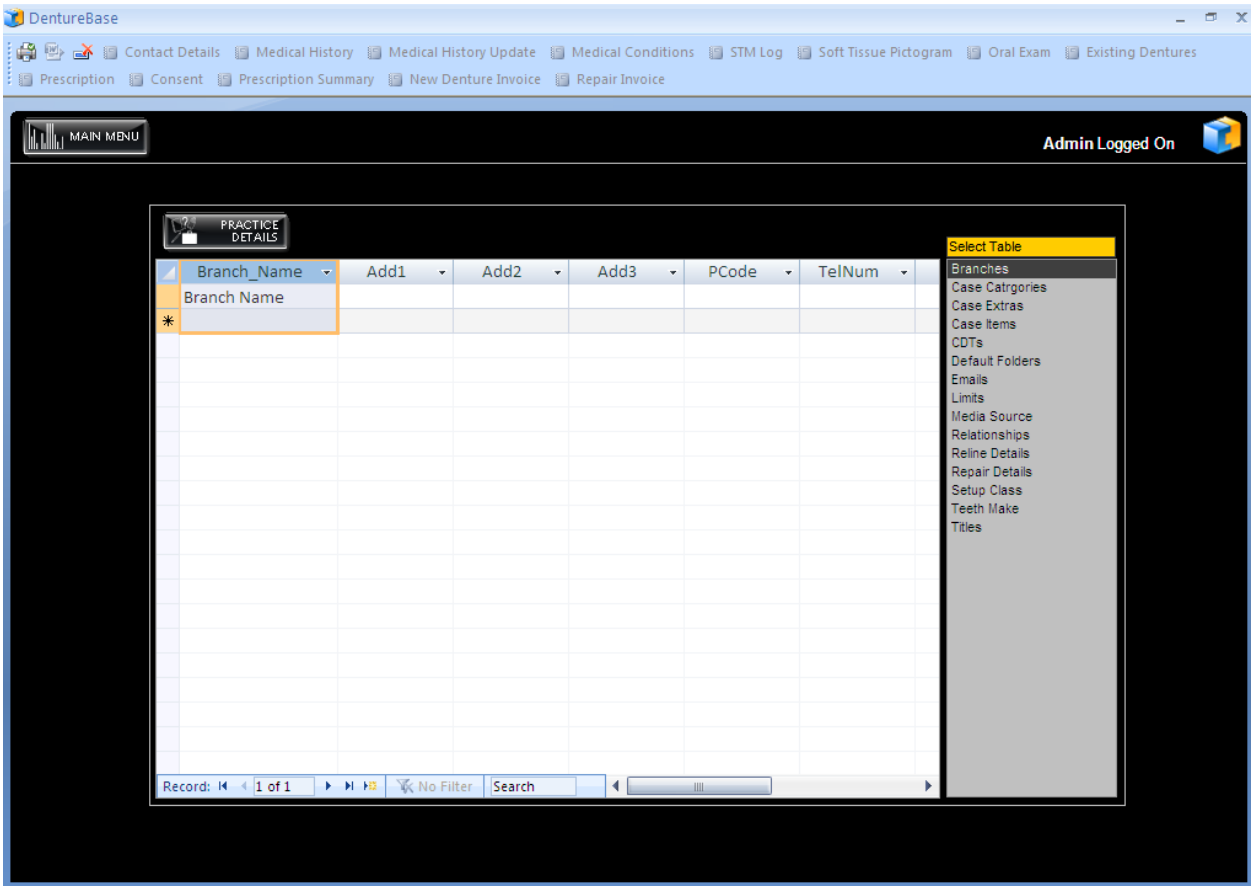
Example Logo

DentureBase

unlocking practice potential

- The Company Logo must be saved in the DentureBase root folder.
- The DentureBase system will then automatically attach the Company Logo to the Invoice reports on opening.

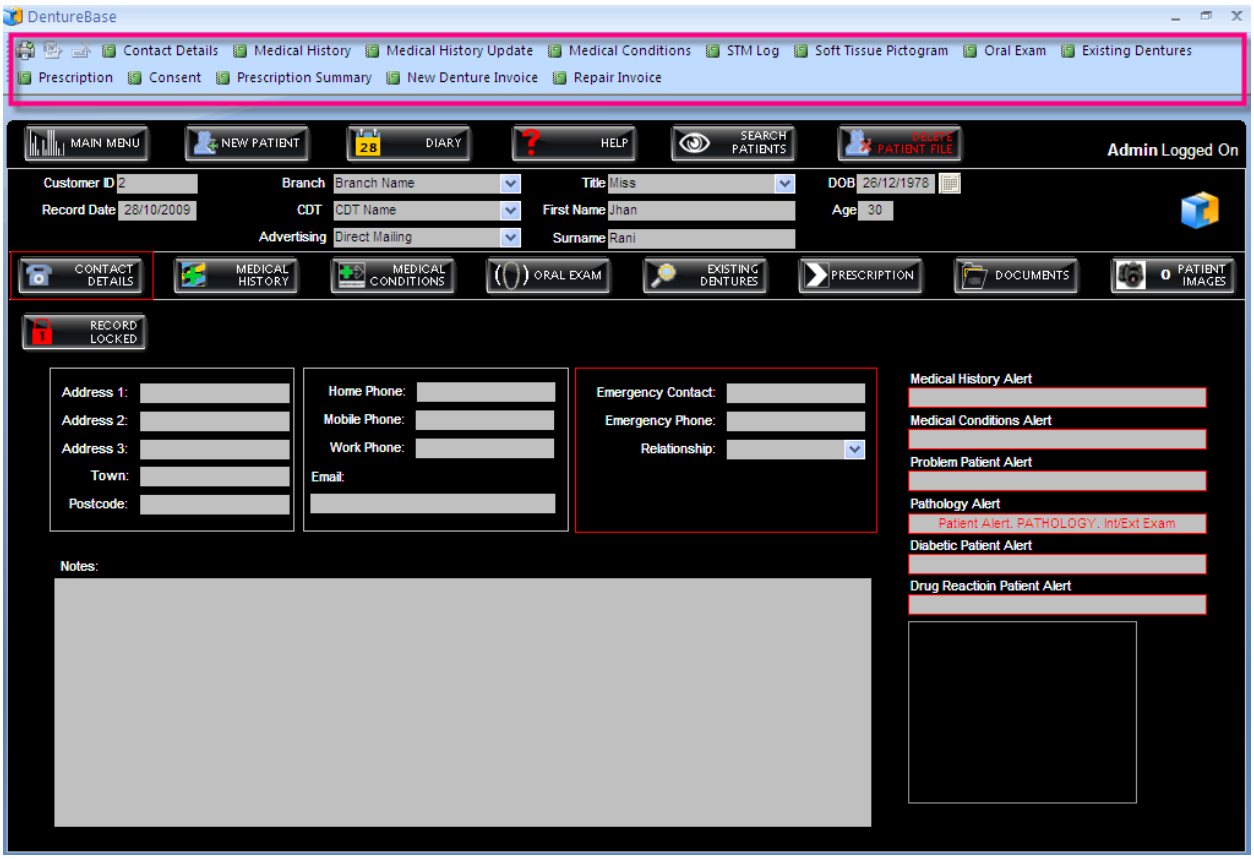
8. Select table ‘Branches’ To insert a branch address and short Tag Line to an Invoice



9. Highlight and delete example branch and fill in all fields as previously described
10. Experiment until you have mastered this process by checking each change on the invoices reports
11. New Denture Invoice with Logo, Branch address, Text and Tag line added.

Reports & Printing

At the top of the screen are two rows of report lists. These reports correspond to the different record categories for a patient. These reports are used to print out patient information and practice information.



To print a report for a particular patient, ensure patient details are on screen. Click the relevant report icon to show the report information for that patient record on screen. Click the 'Print Icon' at top left of screen. This View and Print procedure is the same for all reports.

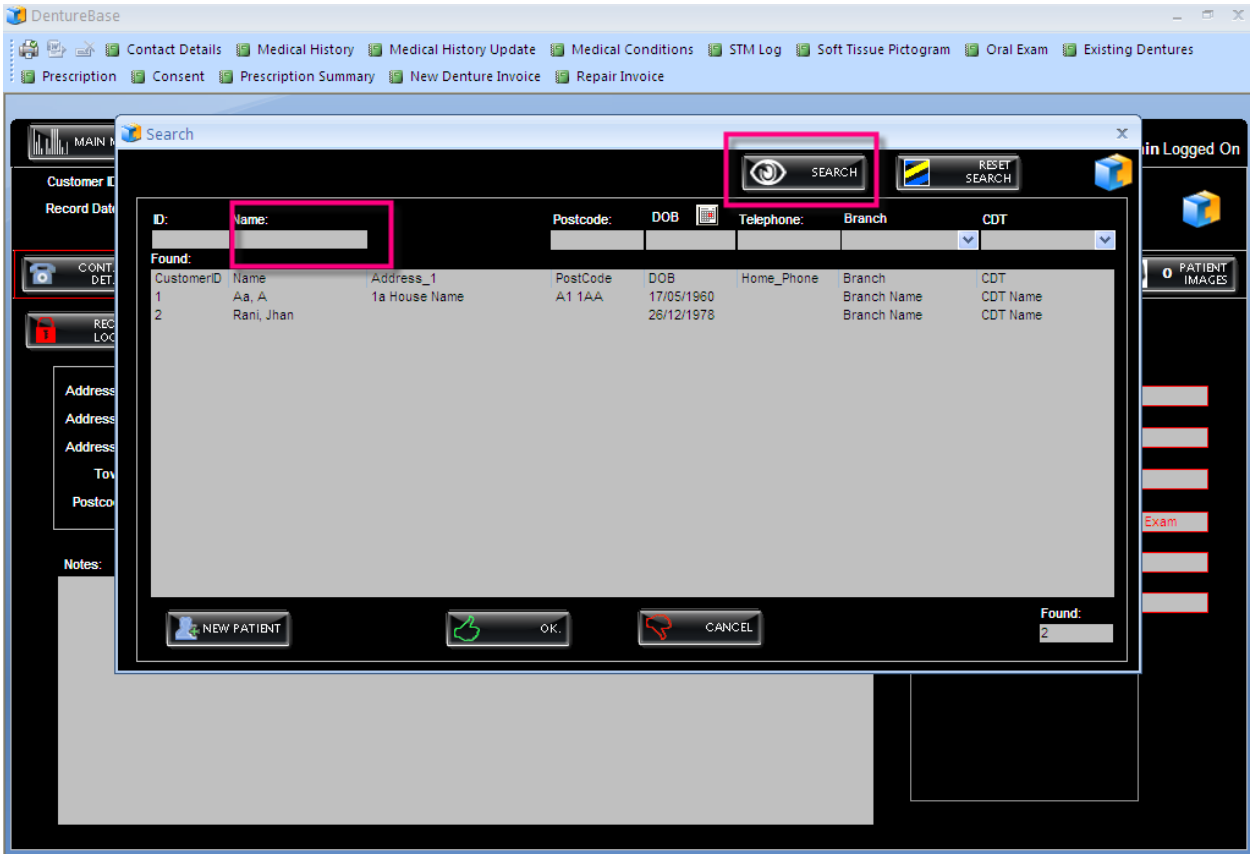
Find or Delete a Patient File

Find a Patient File

To find a patient file,

1. Click

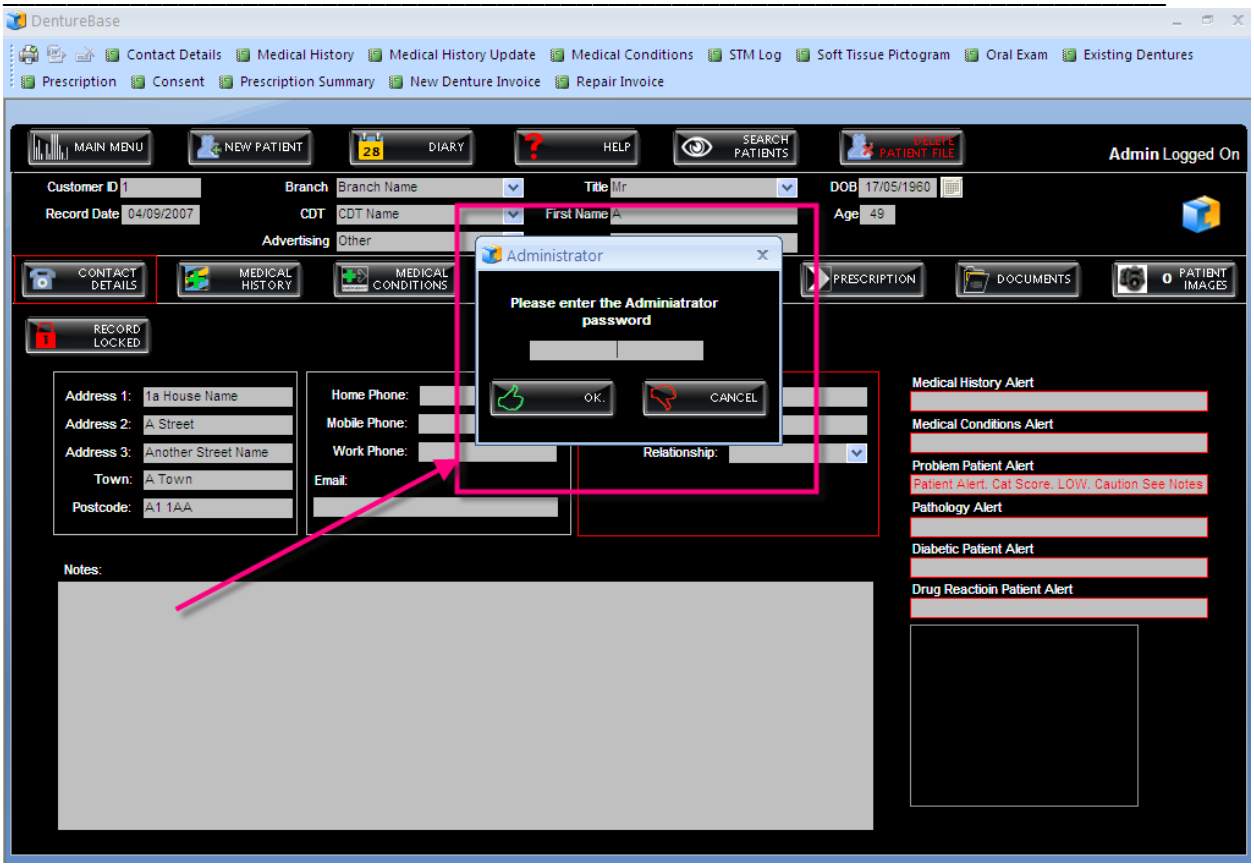
at the top of the screen.
2. As you type the patients name the list will scroll down as each letter is entered.
3. When you have found the correct patient click the patients surname name from the list to display the Patient File.
4. Ensure you have the correct: NAME, POSTCODE, TELEPHONE, BRANCH AND DOB to correctly identify the patient. Edit, view or print the information as needed.



Delete a Patient File

1. 'ARE YOU SURE' - This action cannot be undone
2. Navigate to the patient file to be deleted using the 'Customer Search' tool as previously described.

3. Ensure the file to be deleted is on screen showing the 'Customer Details' screen view.
4. Click 'Delete' button.

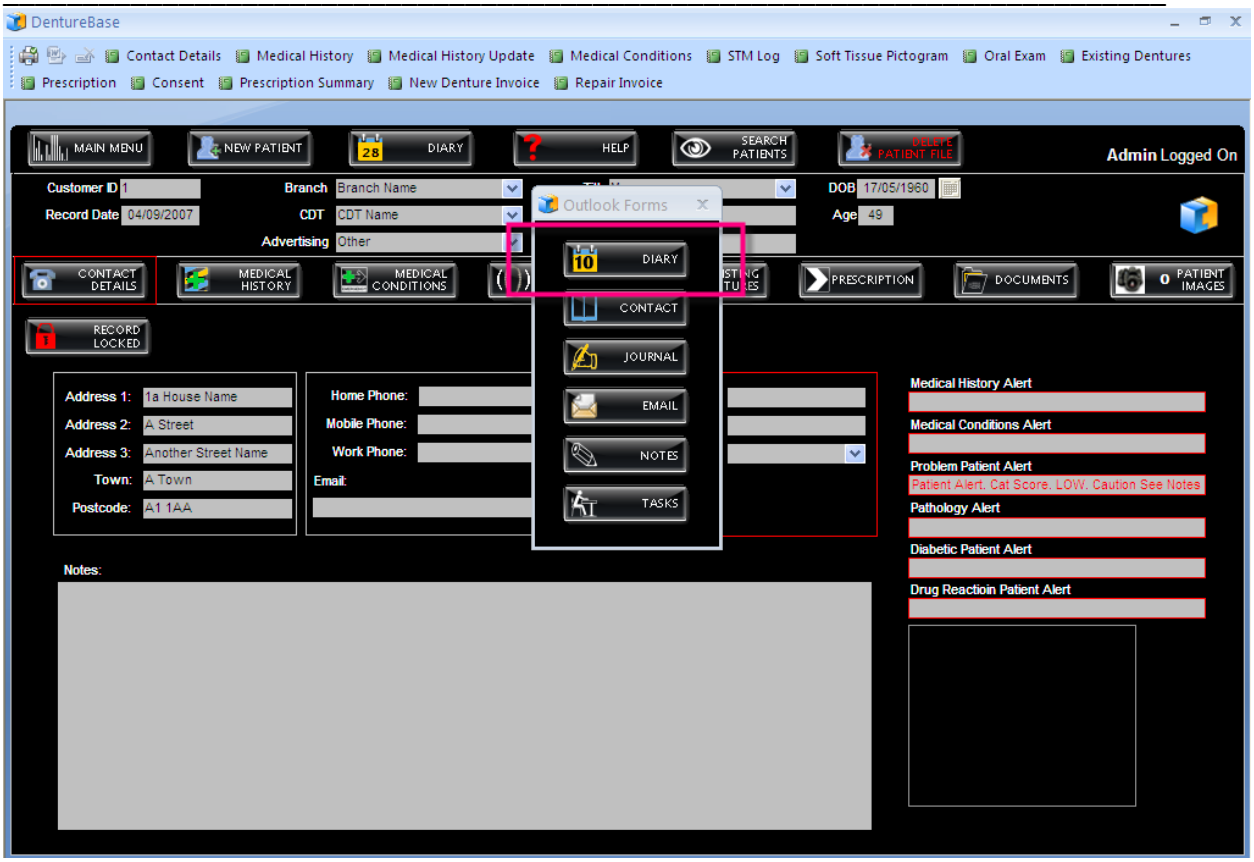


5. Enter the' Administrator Password'
6. Click 'OK'
7. The patient file is now DELETED and cannot be retrieved by a user.

Appointments

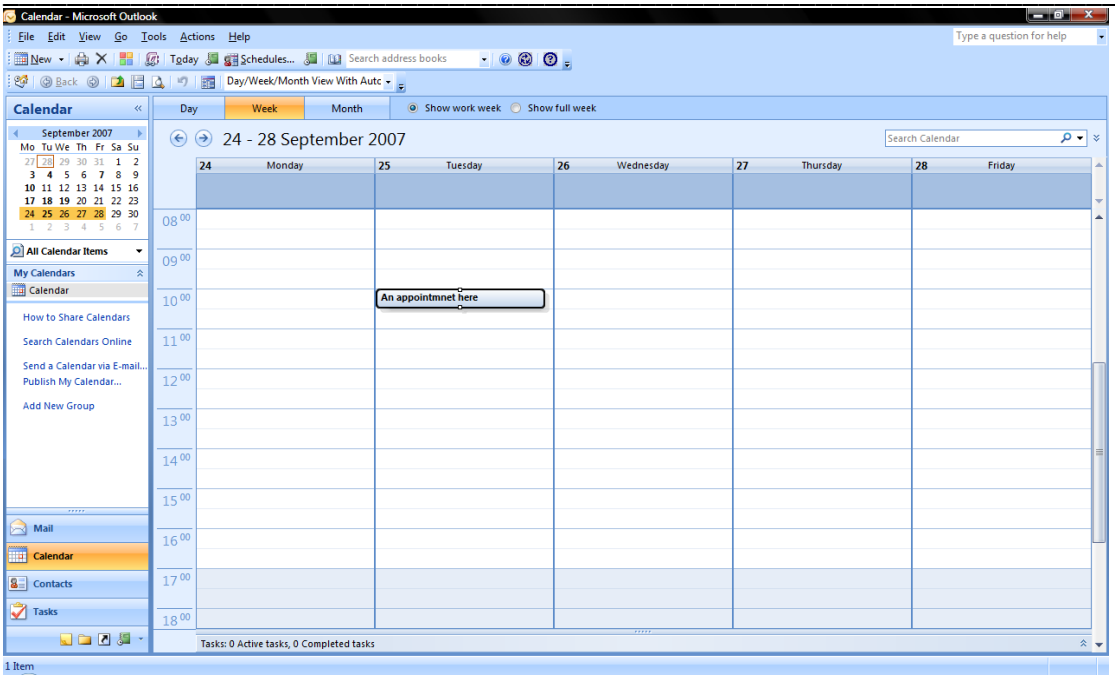
To make a Patient Appointment, click

button,

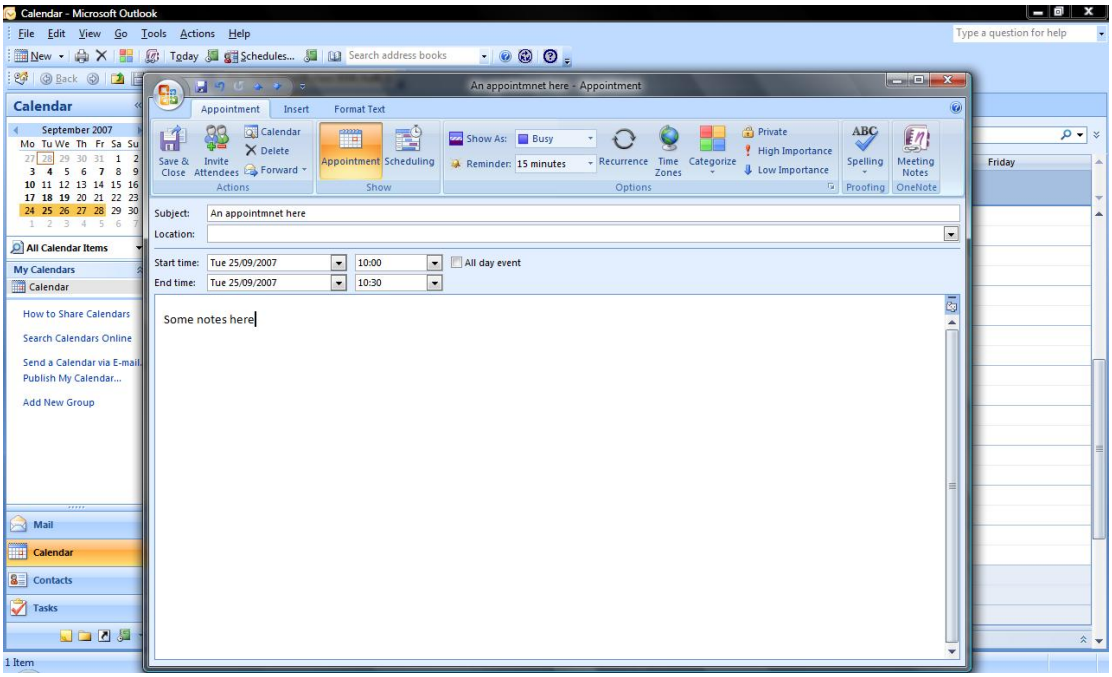


1. Click

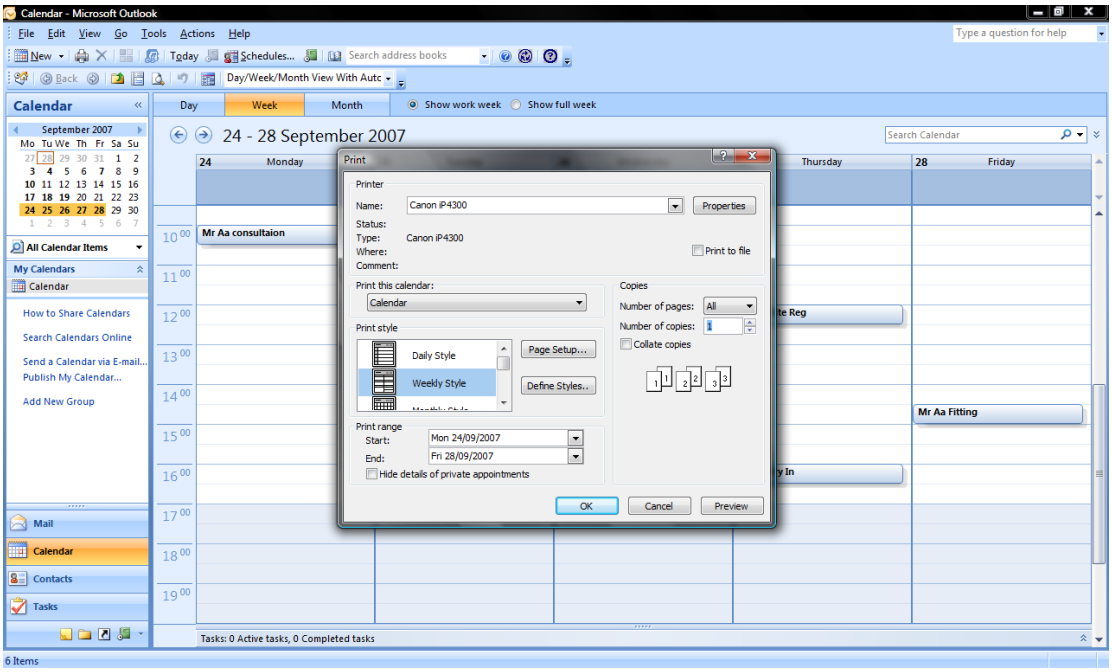
from the list to open Microsoft Outlook Calendar as shown in the screen below:



2. Click the date and time required
3. Enter appointment details
4. To add notes or other information to the appointment
5. Double click the appointment



6. Click '**Save & Close'** to return to the Calendar
7. To print the calendar Go to: File > Print
8. Choose the style of print out you require



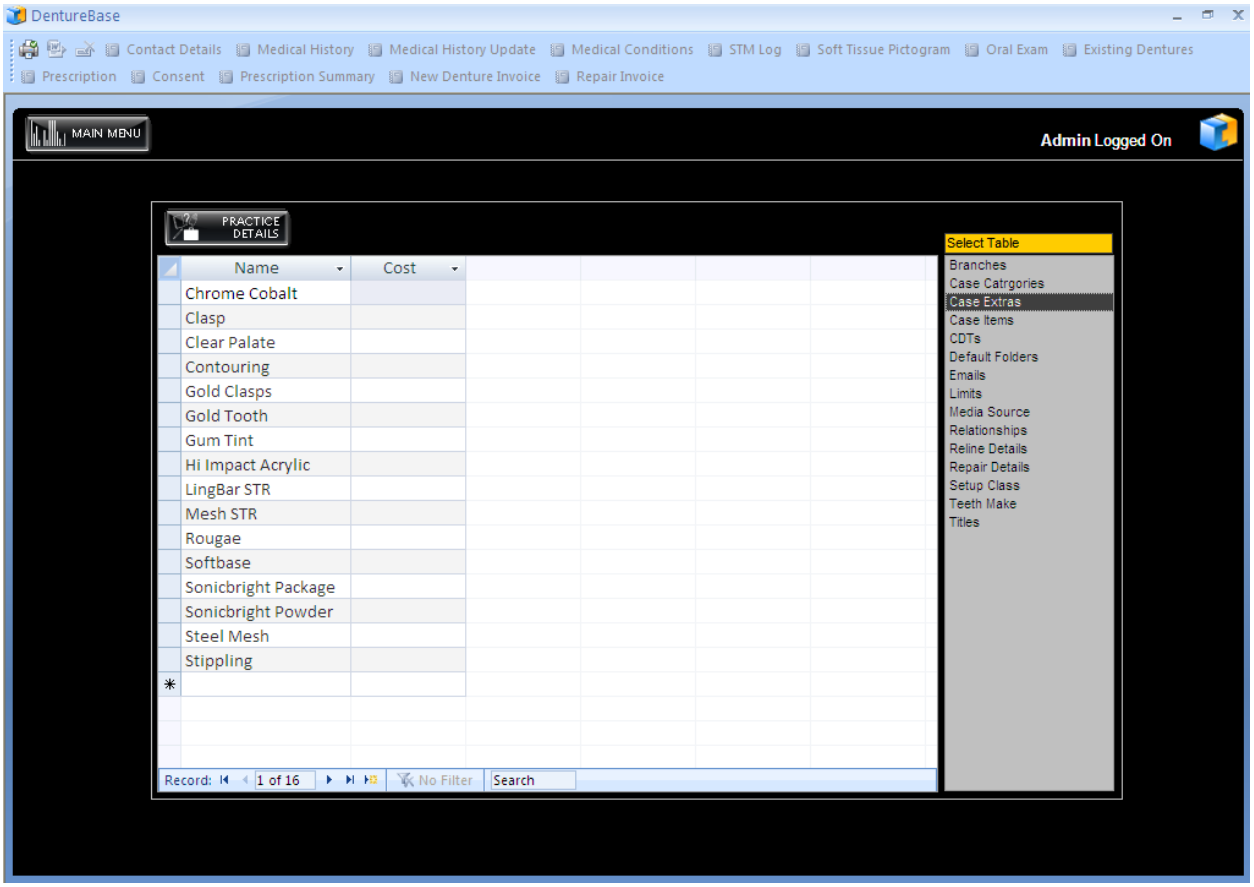
9. Choose your printer
10. Click 'OK'

Edit Options

The Edit Options facility allows you to change or add to the available dropdown list on the various record pages of a patient file. Some of the lists allow new values to be entered directly and automatically added to the dropdown list for future use, some do not. These must be updated or added to via the Edit Options facility. All available lists can be added to via the Edit Options button from the Maim Menu.

1. From Main Menu: Click

2. Select the table that contains the values to be changed or added
3. Highlight and delete the value or add a new value the list



4. When you have finished making changes to the lists

5. Click '

, the new values are now ready for selection from the dropdown list that has been changed.

Patient Recalling & Direct Mailing

One of the main features of DentureBase is the ability to recall and market directly to your patients. DentureBase makes this vital practice function easy. DentureBase utilizes the powerful Mail Merge feature of Microsoft office and Microsoft word.

Because this method uses cross platform applications it is at first glance complicated; however with practice you will be able to compose very professional mailing offering your patients continuing care, aftermarket products and practice information. The ability to directly target your patients will have a significant positive Bottom line effect.

DentureBase comes with three example Form letters in the package for you to use and learn from. You are encouraged to compose your own letters and mailings to suit your practice and circumstance; however a separate Mail Merge service is offered by the publisher to help with composition, layout, design etc.

To use this extra service please contact the CDTA office for further details 01474 879430
Tutorial
Using an Existing Template

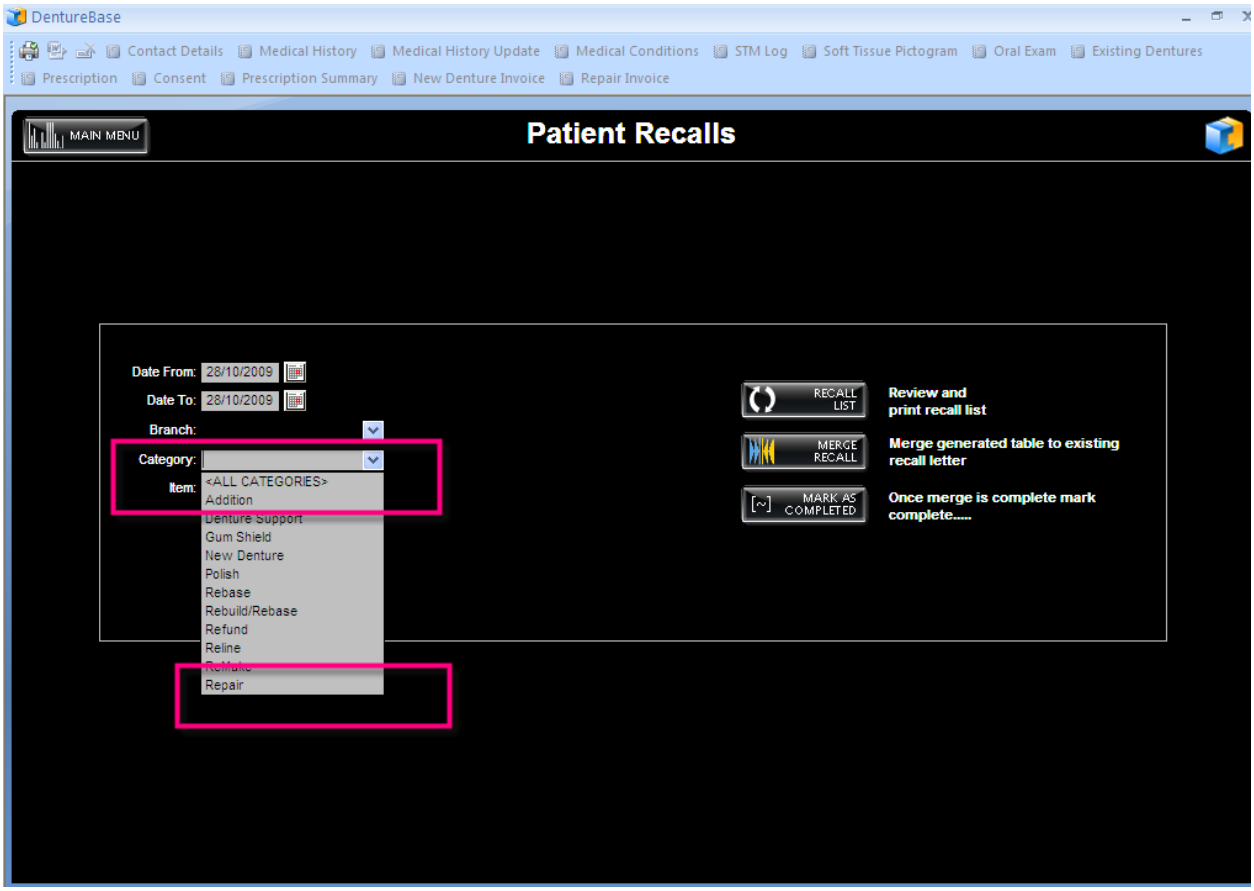
At the time of printing this User Manual the publisher is using Microsoft Office 2007 PRO. Other users will have different versions of Microsoft Office PRO (2000, XP). The interface differs slightly between versions but the principle and procedures used for Mail Merge are the same. You may have to experiment with the different buttons in MS Word and location of the buttons depending on which version you are using. If you experience difficulty Registered Users can get help from the CDTA office.

Scenario

In this scenario we will assume that we want to send a reminder to patients that have had a repair done by our practice. We want to encourage the patients to return to our practice to have new dentures constructed:

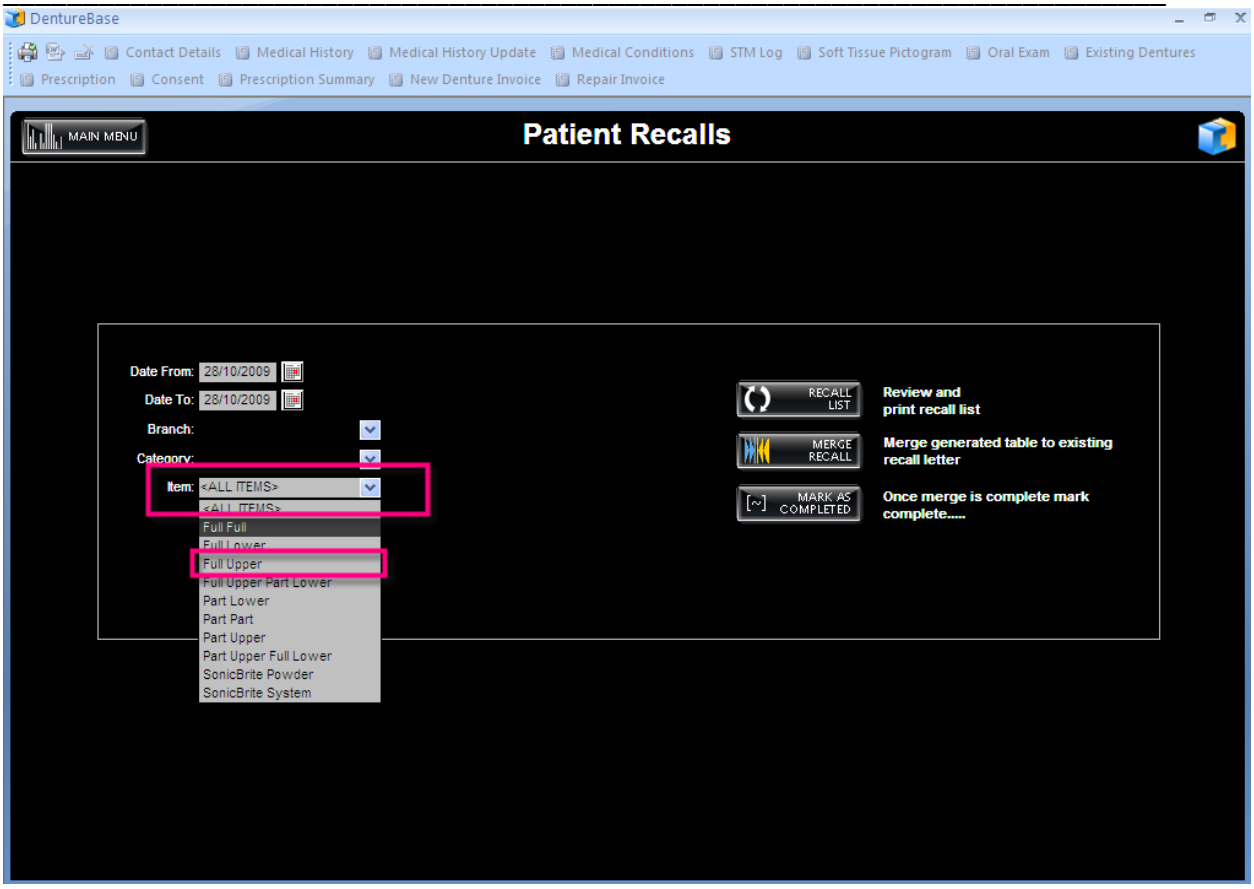
1. From the main menu
2. Click

button, the recall screen opens

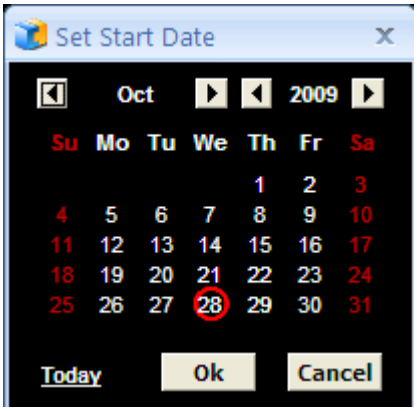


3. Choose *'Repairs'* from the 'category' drop down list box.

4. You can refine the recall by choosing an item category i.e. '*Full Upper*' if you want to restrict the mailing to those patients who have had a Full Upper repair.



5. In our scenario we want to mail <u>all</u> repair patients.
6. Leave *'Item'* dropdown list blank
7. Click **'Set Dates'** button. Click the 'Calendar' button at the right side of the 'Date From' field

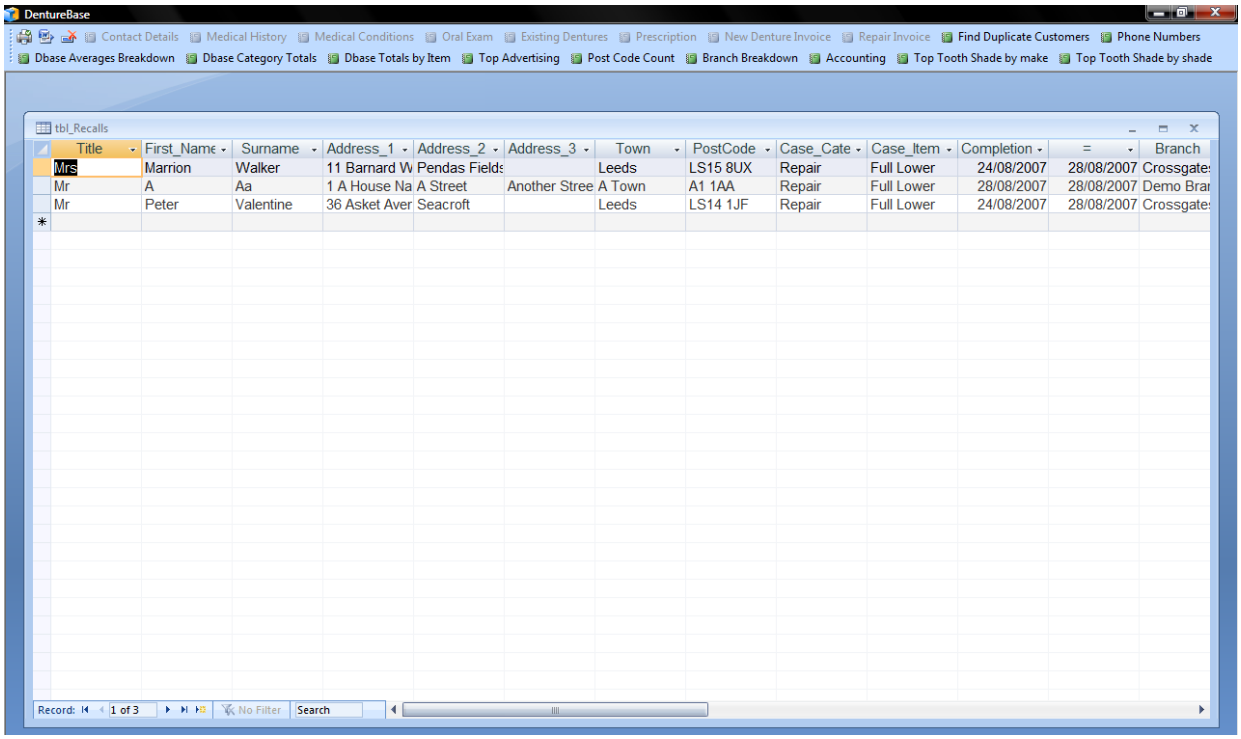


8. Choose the date you wish you mailing to Start from i.e. those patients who fall within a particular date range
9. Click 'OK'

10. Click '**Date To'** Calendar button to end the date range
11. Click 'OK'
12. Click

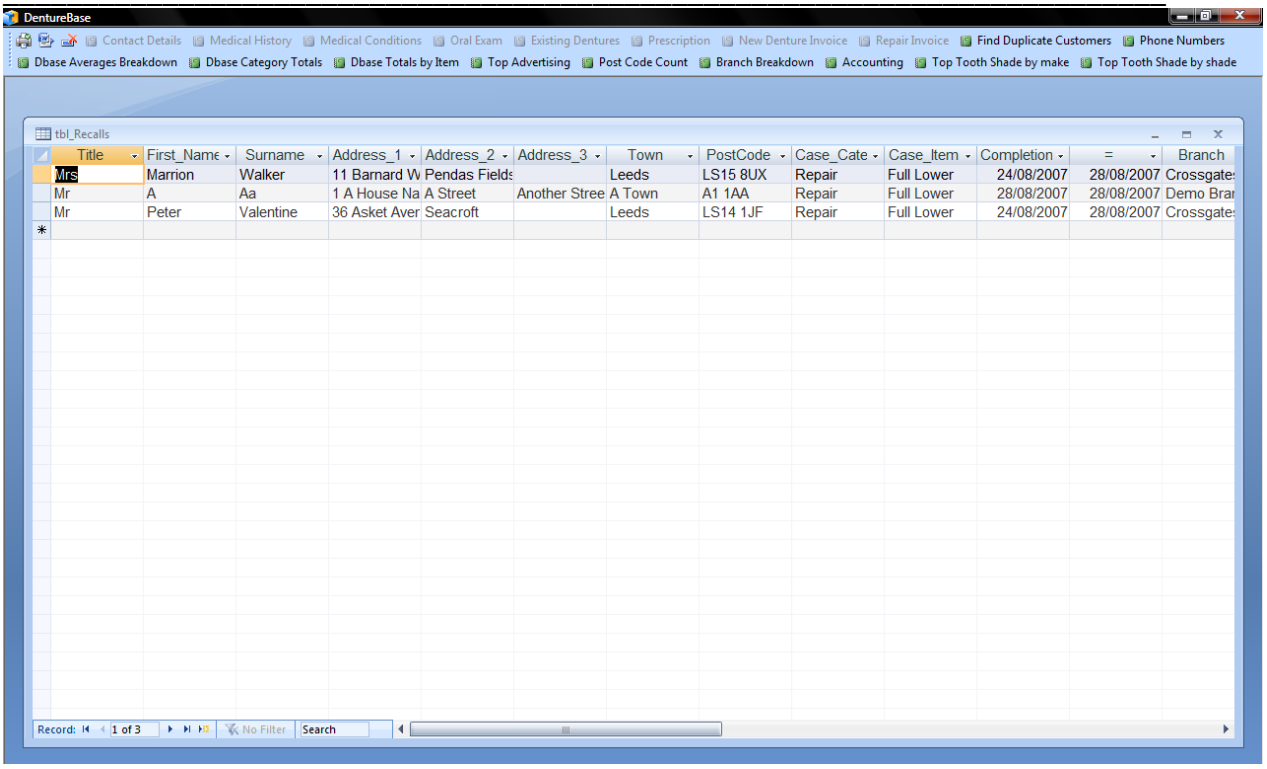
button to open the selected Mailing range list fro printing out and monitoring your mailing success.
13. Close the Mailing List to return to the Recall Menu.
14. Click

button to open the Recall Table from which the mailing will be generated.

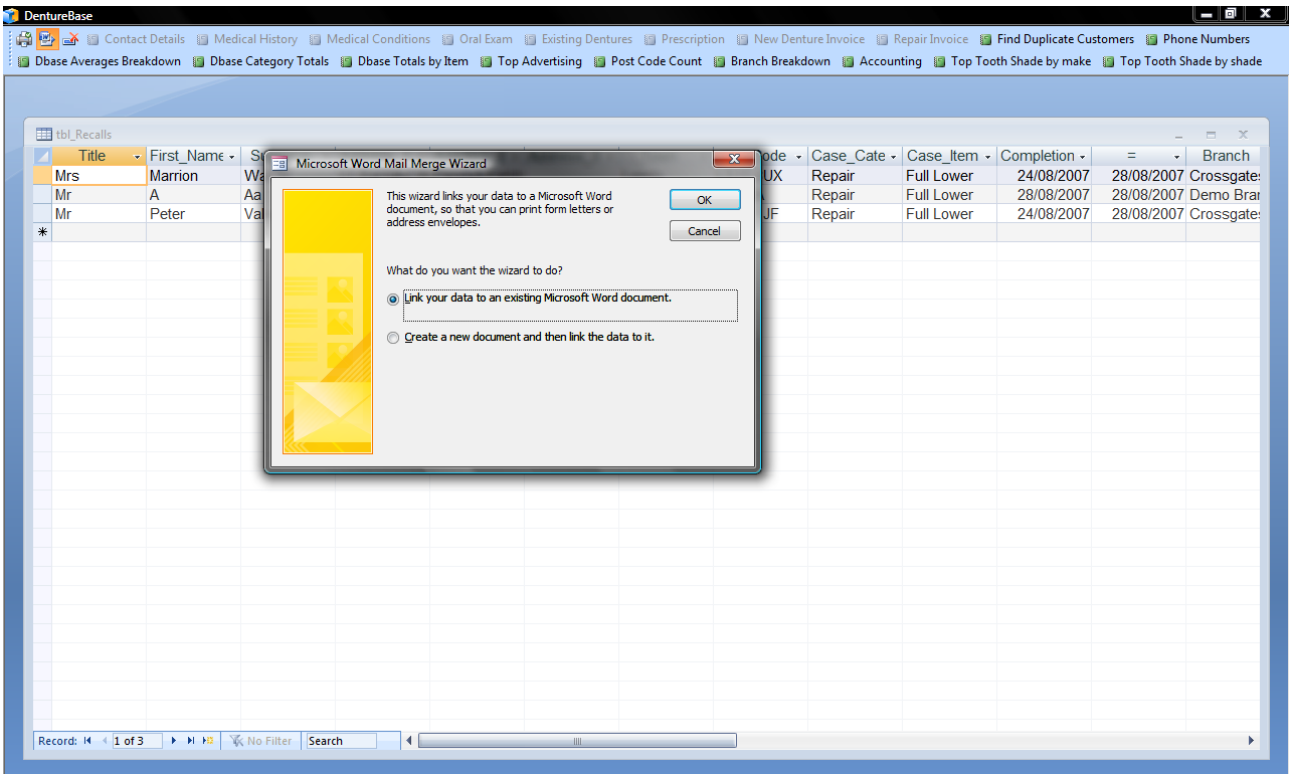


Mail Merge Table

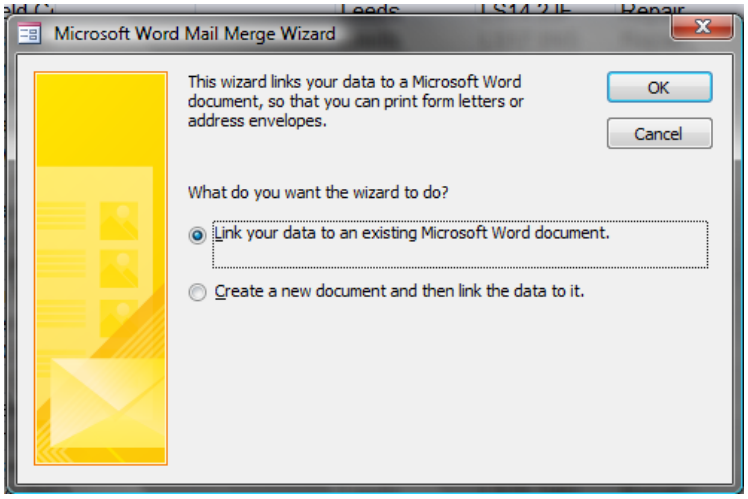
15. DO NOT ALTER THIS TABLE
16. Click 'Office Links' button to start the mail merge utility



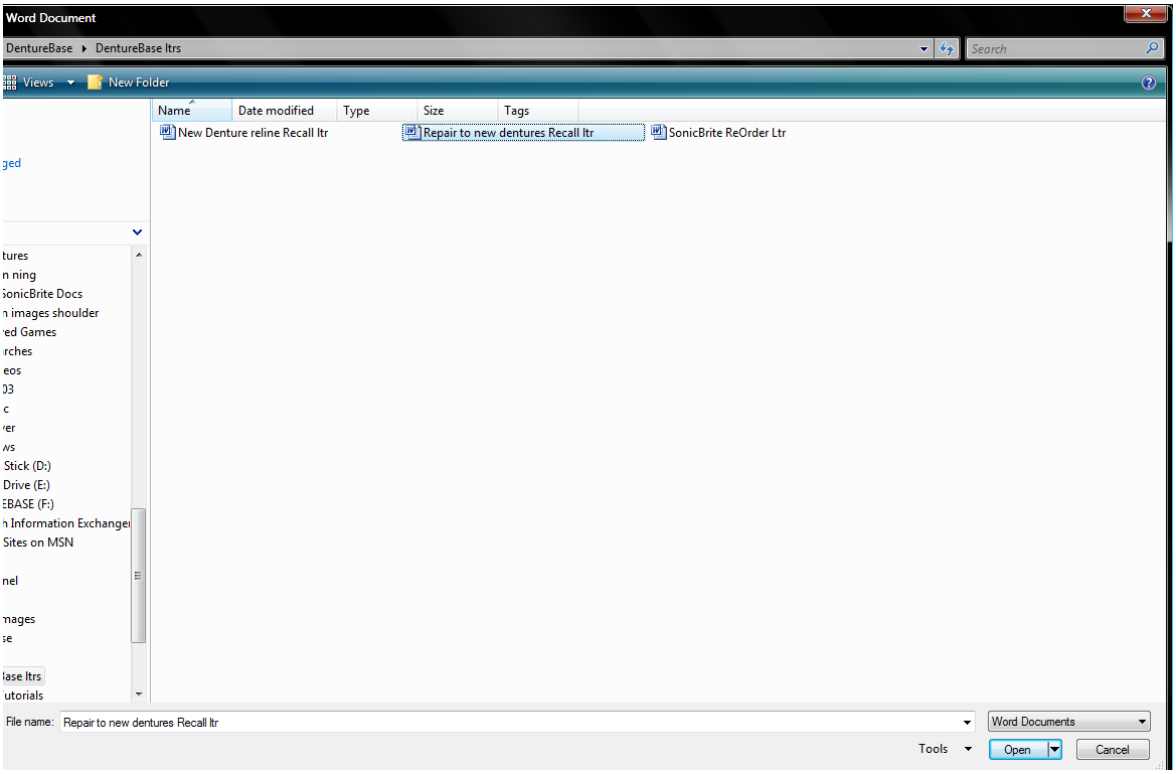
17. The Mail Merge utility opens



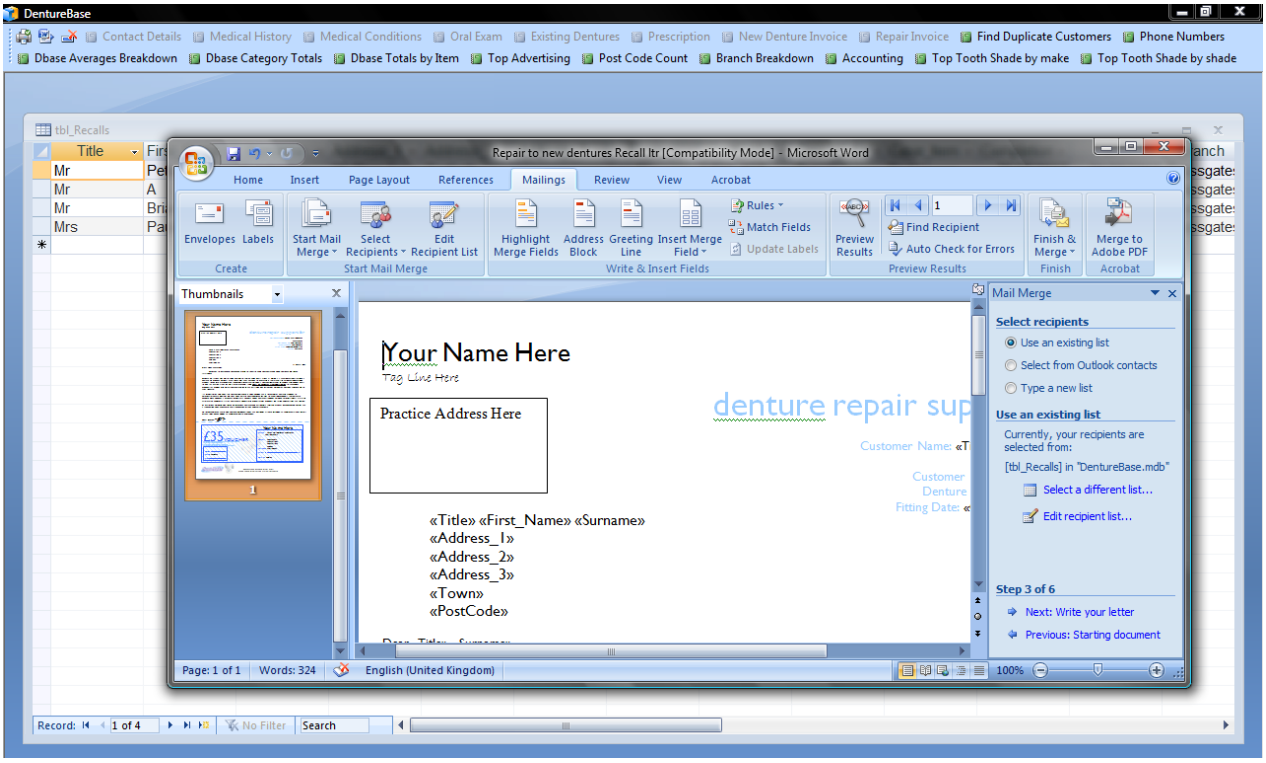
18. As we are going to use an existing letter template included as an example in this package choose:
19. ‘Link your data to an existing Microsoft Word Document’


Microsoft Word Mail Merge Wizard
This wizard links your data to a Microsoft Word document, so that you can print form letters or address envelopes.
OK
Cancel
What do you want the wizard to do?
Link your data to an existing Microsoft Word document.
Create a new document and then link the data to it.

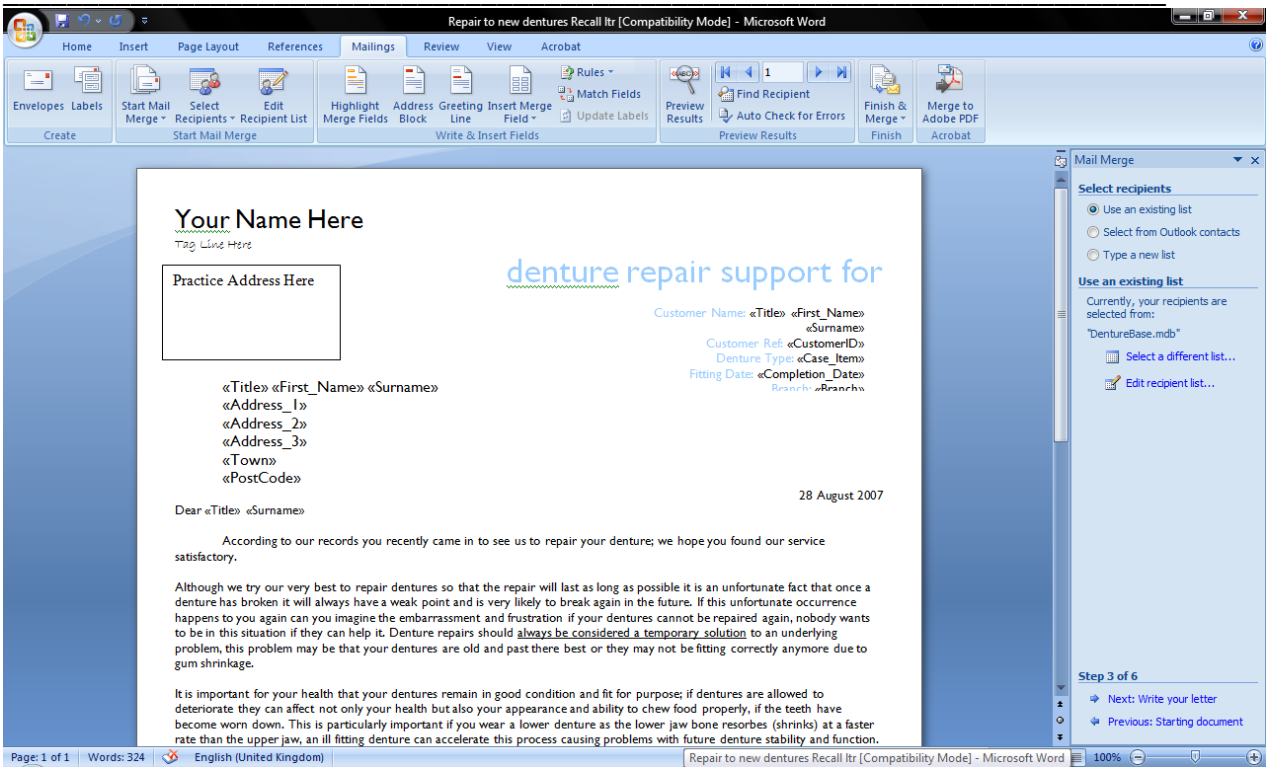
20. Click ‘OK’



21. Locate the ‘Repair to New Denture Recall Ltr’ from:
22. DentureBase
23. DentureBase Ltrs
24. Double click the letter icon to open it
25. The ‘Repair to New Dentures Recall Letter’ will appear

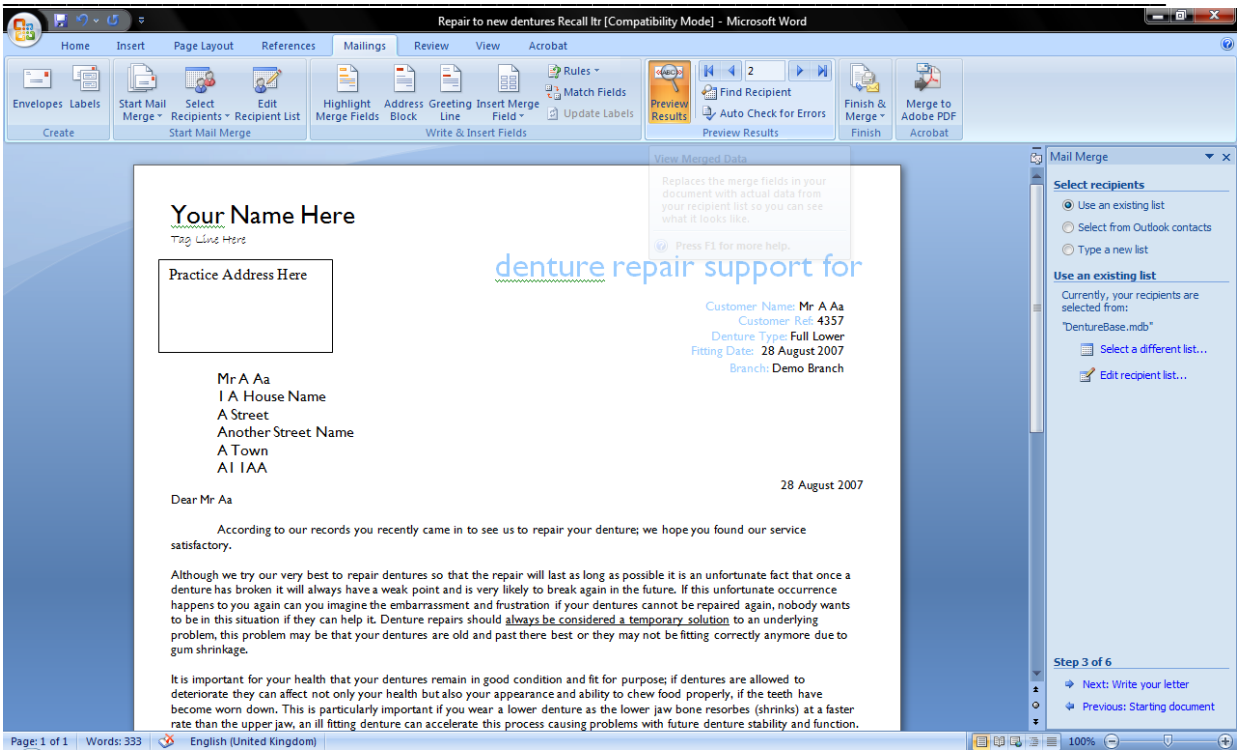


26. The existing patient mailing will now appear and is ready for input of the mailing data previously selected


Repair to new dentures Recall ltr [Compatibility Mode] - Microsoft Word
Home
Insert
Page Layout
References
Mailings
Review
View
Acrobat
Envelopes
Labels
Start Mail Merge
Select Recipients
Edit Recipient List
Highlight Merge Fields
Address Block
Greeting Line
Insert Merge Field
Rules
Match Fields
Update Labels
Preview Results
Find Recipient
Auto Check for Errors
Finish & Merge
Merge to Adobe PDF
Create
Start Mail Merge
Write & Insert Fields
Preview Results
Finish
Acrobat
Your Name Here
Tag Line Here
Practice Address Here
denture repair support for
Customer Name: «Title» «First_Name» «Surname»
Customer Ref: «CustomerID»
Denture Type: «Case_Item»
Fitting Date: «Completion_Date»
«Title» «First_Name» «Surname»
«Address_1»
«Address_2»
«Address_3»
«Town»
«PostCode»
28 August 2007
Dear «Title» «Surname»
According to our records you recently came in to see us to repair your denture; we hope you found our service satisfactory.
Although we try our very best to repair dentures so that the repair will last as long as possible it is an unfortunate fact that once a denture has broken it will always have a weak point and is very likely to break again in the future. If this unfortunate occurrence happens to you again can you imagine the embarrassment and frustration if your dentures cannot be repaired again, nobody wants to be in this situation if they can help it. Denture repairs should always be considered a temporary solution to an underlying problem, this problem may be that your dentures are old and past there best or they may not be fitting correctly anymore due to gum shrinkage.
It is important for your health that your dentures remain in good condition and fit for purpose; if dentures are allowed to deteriorate they can affect not only your health but also your appearance and ability to chew food properly, if the teeth have become worn down. This is particularly important if you wear a lower denture as the lower jaw bone resorbes (shrinks) at a faster rate than the upper jaw, an ill fitting denture can accelerate this process causing problems with future denture stability and function.
Mail Merge
Select recipients
Use an existing list
Select from Outlook contacts
Type a new list
Use an existing list
Currently, your recipients are selected from:
"DentureBase.mdb"
Select a different list...
Edit recipient list...
Step 3 of 6
Next: Write your letter
Previous: Starting document
Page: 1 of 1
Words: 324
English (United Kingdom)
Repair to new dentures Recall ltr [Compatibility Mode] - Microsoft Word
100%

27. You will notice various 'fields' already setup to hold the selected data in the mailing criteria. To show the actual data in the letter:

28. Click '**Preview Results'**


Repair to new dentures Recall ltr [Compatibility Mode] - Microsoft Word
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Envelopes
Labels
Start Mail Merge
Select Recipients
Edit Recipient List
Highlight Merge Fields
Address Block
Greeting Line
Insert Merge Field
Rules
Match Fields
Update Labels
Preview Results
Find Recipient
Auto Check for Errors
Finish & Merge
Merge to Adobe PDF
Your Name Here
Tag Line Here
Practice Address Here
denture repair support for
Customer Name: Mr A Aa
Customer Ref: 4357
Denture Type: Full Lower
Fitting Date: 28 August 2007
Branch: Demo Branch
Mr A Aa
1 A House Name
A Street
Another Street Name
A Town
A1 1AA
28 August 2007
Dear Mr Aa
According to our records you recently came in to see us to repair your denture; we hope you found our service satisfactory.
Although we try our very best to repair dentures so that the repair will last as long as possible it is an unfortunate fact that once a denture has broken it will always have a weak point and is very likely to break again in the future. If this unfortunate occurrence happens to you again can you imagine the embarrassment and frustration if your dentures cannot be repaired again, nobody wants to be in this situation if they can help it. Denture repairs should always be considered a temporary solution to an underlying problem, this problem may be that your dentures are old and past there best or they may not be fitting correctly anymore due to gum shrinkage.
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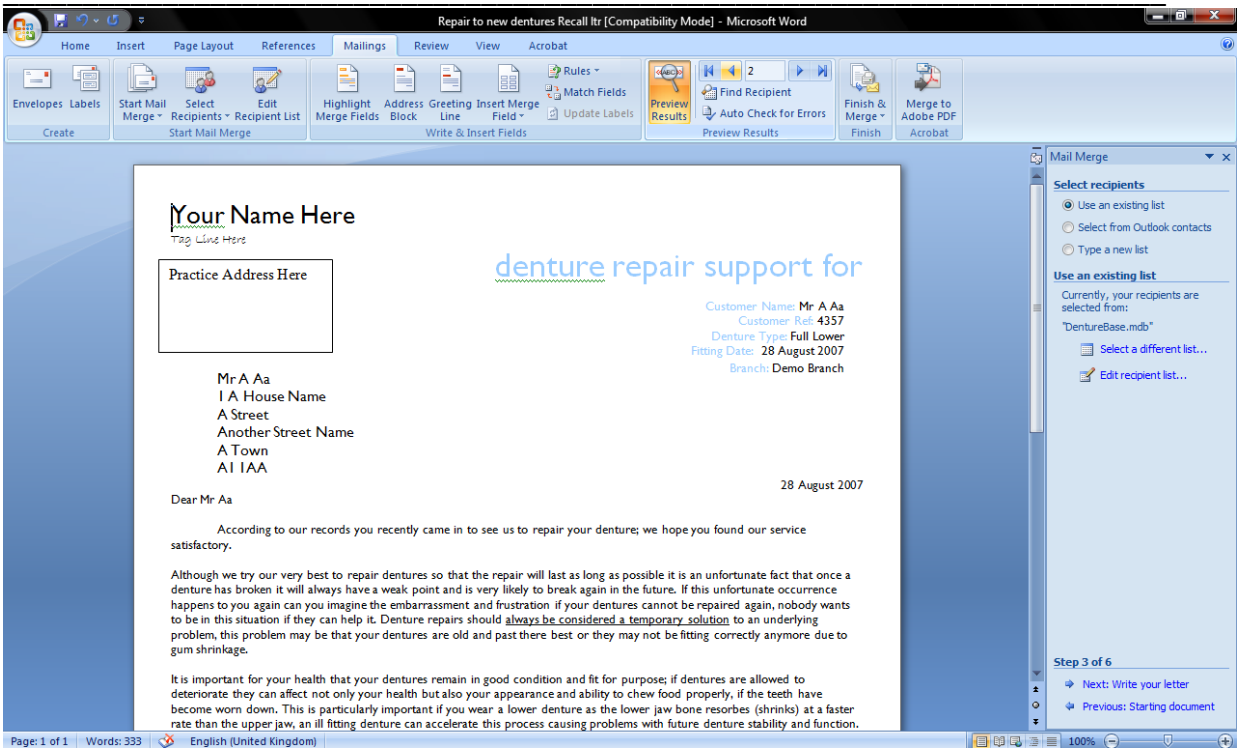
Page: 1 of 1
Words: 333
English (United Kingdom)
100%

29. The patients' details, from our selected range, have now been inserted.

30. You can scroll through the patients by using the <> buttons as shown in the figure below: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Greeting Line
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Update Labels
Preview Results
Find Recipient
Auto Check for Errors
Finish & Merge
Merge to Adobe PDF
Create
Start Mail Merge
Write & Insert Fields
Preview Results
Finish
Acrobat
Your Name Here
Tag Line Here
Practice Address Here
denture repair support for
Customer Name: Mr A Aa
Customer Ref: 4357
Denture Type: Full Lower
Fitting Date: 28 August 2007
Branch: Demo Branch
Mr A Aa
1 A House Name
A Street
Another Street Name
A Town
A1 1AA
28 August 2007
Dear Mr Aa
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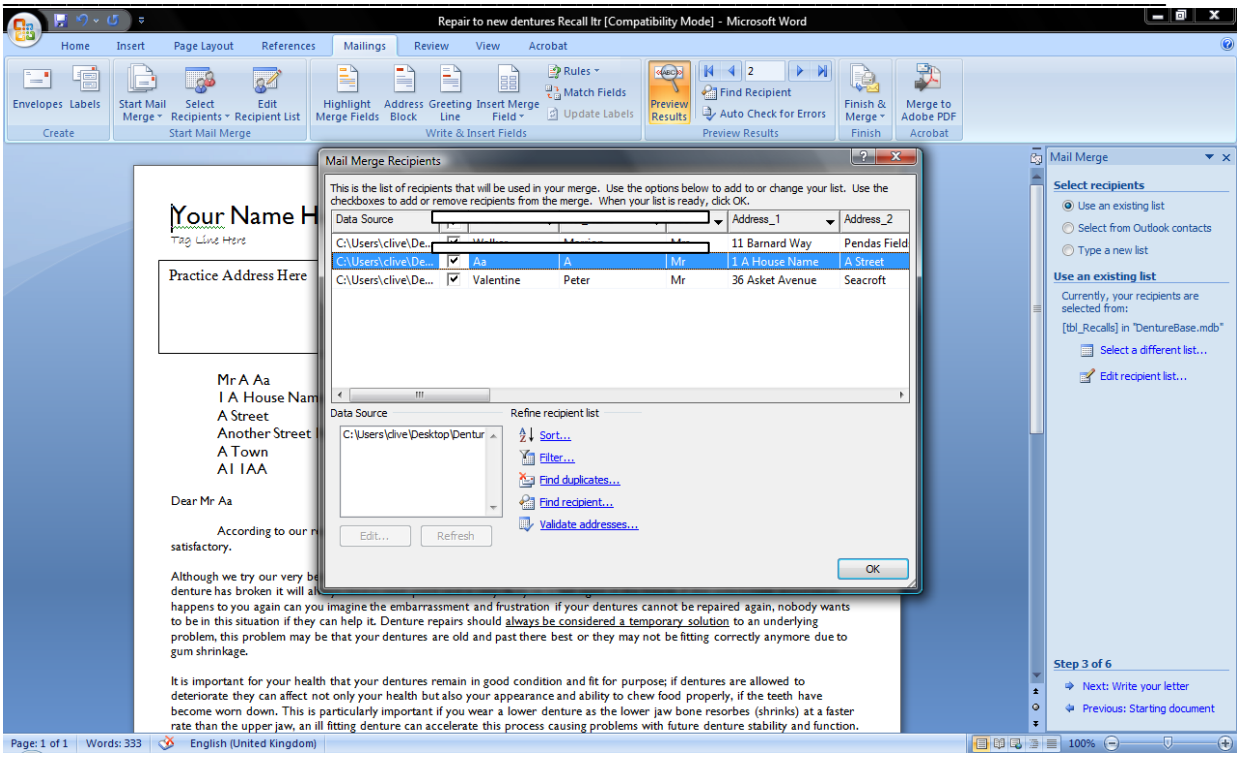
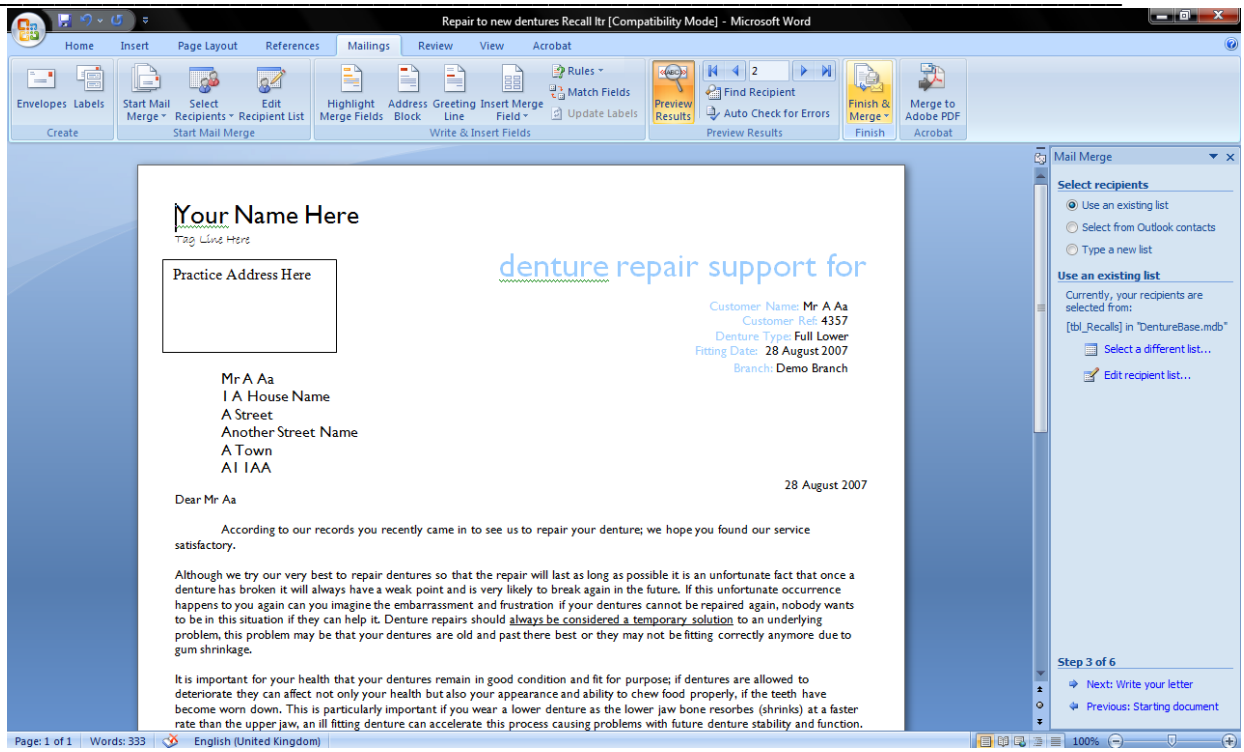
Select a different list...
Edit recipient list...
Step 3 of 6
Next: Write your letter
Previous: Starting document
Page: 1 of 1
Words: 333
English (United Kingdom)
100%

31. To view or Edit the list of patients who will receive the mailing
32. Click '**Edit Recipients List'** button



33. The Recipient List opens
34. Click the Checkbox next to a patient name to remove that patient from the list
35. Click ‘OK’
36. Click ‘**Finish & Merge’** button when you are happy with your letter.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Select recipients
Use an existing list
Select from Outlook contacts
Type a new list
Use an existing list
Currently, your recipients are selected from:
[tbl_Recalls] in "DentureBase.mdb"
Select a different list...
Edit recipient list...
Step 3 of 6
Next: Write your letter
Previous: Starting document
Your Name Here
Tag Line Here
Practice Address Here
denture repair support for
Customer Name: Mr A Aa
Customer Ref: 4357
Denture Type: Full Lower
Fitting Date: 28 August 2007
Branch: Demo Branch
Mr A Aa
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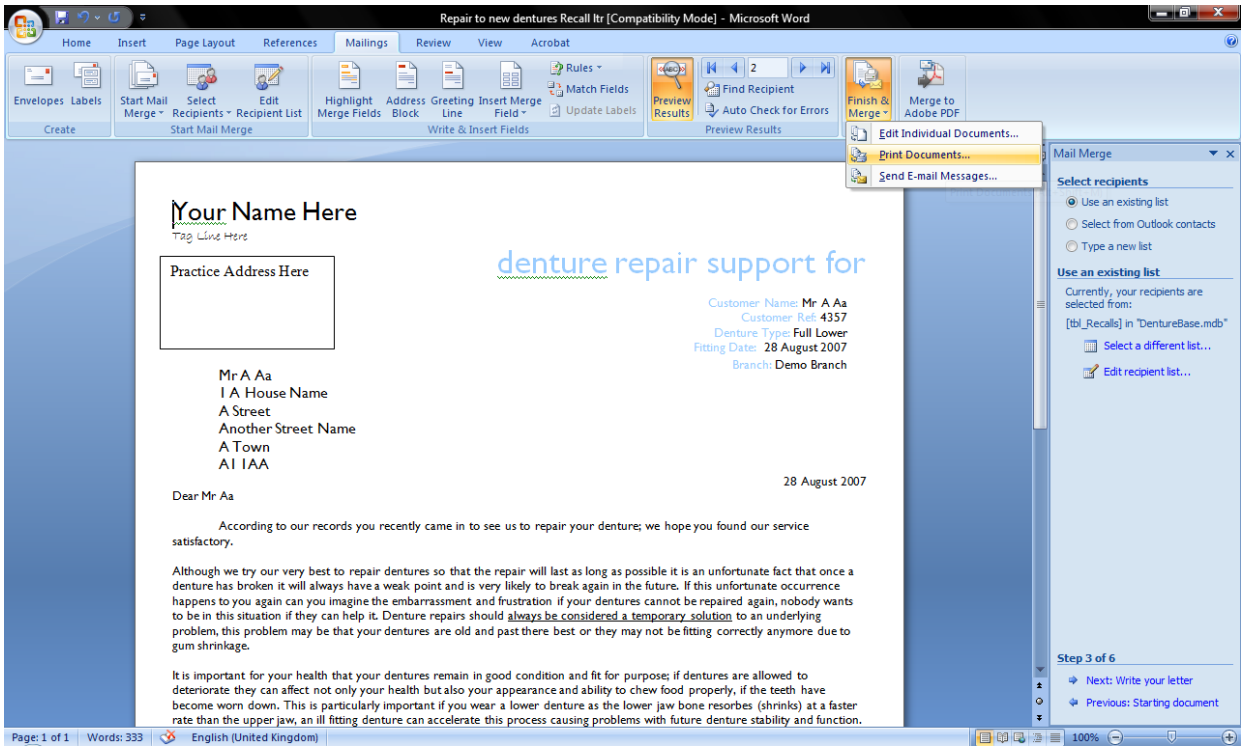
Dear Mr Aa
According to our records you recently came in to see us to repair your denture; we hope you found our service satisfactory.
Although we try our very best to repair dentures so that the repair will last as long as possible it is an unfortunate fact that once a denture has broken it will always have a weak point and is very likely to break again in the future. If this unfortunate occurrence happens to you again can you imagine the embarrassment and frustration if your dentures cannot be repaired again, nobody wants to be in this situation if they can help it. Denture repairs should always be considered a temporary solution to an underlying problem, this problem may be that your dentures are old and past there best or they may not be fitting correctly anymore due to gum shrinkage.
It is important for your health that your dentures remain in good condition and fit for purpose; if dentures are allowed to deteriorate they can affect not only your health but also your appearance and ability to chew food properly, if the teeth have become worn down. This is particularly important if you wear a lower denture as the lower jaw bone resorbes (shrinks) at a faster rate than the upper jaw, an ill fitting denture can accelerate this process causing problems with future denture stability and function.
Page: 1 of 1
Words: 333
English (United Kingdom)
100%

37. Click '**Print Documents**'


Repair to new dentures Recall ltr [Compatibility Mode] - Microsoft Word
Edit Individual Documents...
Print Documents...
Send E-mail Messages...
Mail Merge
Select recipients
Use an existing list
Select from Outlook contacts
Type a new list
Use an existing list
Currently, your recipients are selected from:
[tbl_Recalls] in "DentureBase.mdb"
Select a different list...
Edit recipient list...
Step 3 of 6
Next: Write your letter
Previous: Starting document
Your Name Here
Tag Line Here
Practice Address Here
denture repair support for
Customer Name: Mr A Aa
Customer Ref: 4357
Denture Type: Full Lower
Fitting Date: 28 August 2007
Branch: Demo Branch
Mr A Aa
1 A House Name
A Street
Another Street Name
A Town
A1 1AA
28 August 2007
Dear Mr Aa
According to our records you recently came in to see us to repair your denture; we hope you found our service satisfactory.
Although we try our very best to repair dentures so that the repair will last as long as possible it is an unfortunate fact that once a denture has broken it will always have a weak point and is very likely to break again in the future. If this unfortunate occurrence happens to you again can you imagine the embarrassment and frustration if your dentures cannot be repaired again, nobody wants to be in this situation if they can help it. Denture repairs should always be considered a temporary solution to an underlying problem, this problem may be that your dentures are old and past there best or they may not be fitting correctly anymore due to gum shrinkage.
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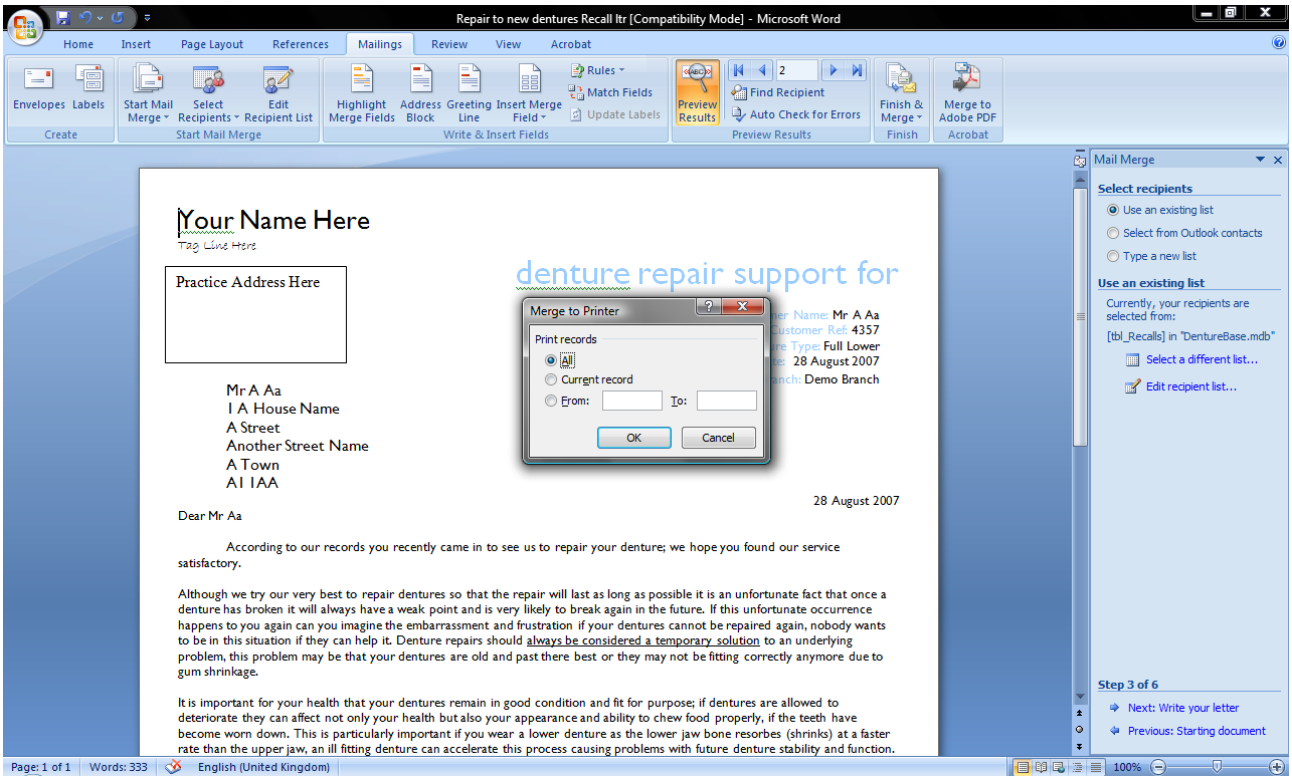
Page: 1 of 1
Words: 333
English (United Kingdom)
100%

38. Choose '**All**' to print all mailing letters for all patients on our list


Repair to new dentures Recall ltr [Compatibility Mode] - Microsoft Word
Home
Insert
Page Layout
References
Mailings
Review
View
Acrobat
Envelopes
Labels
Start Mail Merge
Select Recipients
Edit Recipient List
Highlight Merge Fields
Address Block
Greeting Line
Insert Merge Field
Rules
Match Fields
Update Labels
Preview Results
Find Recipient
Auto Check for Errors
Finish & Merge
Merge to Adobe PDF
Create
Start Mail Merge
Write & Insert Fields
Preview Results
Finish
Acrobat
Your Name Here
Tag Line Here
Practice Address Here
denture repair support for
Merge to Printer
Print records
All
Current record
From:
To:
OK
Cancel
Mr A Aa
Full Lower
28 August 2007
Demo Branch
Mr A Aa
I A House Name
A Street
Another Street Name
A Town
AI IAA
28 August 2007
Dear Mr Aa
According to our records you recently came in to see us to repair your denture; we hope you found our service satisfactory.
Although we try our very best to repair dentures so that the repair will last as long as possible it is an unfortunate fact that once a denture has broken it will always have a weak point and is very likely to break again in the future. If this unfortunate occurrence happens to you again can you imagine the embarrassment and frustration if your dentures cannot be repaired again, nobody wants to be in this situation if they can help it. Denture repairs should always be considered a temporary solution to an underlying problem, this problem may be that your dentures are old and past there best or they may not be fitting correctly anymore due to gum shrinkage.
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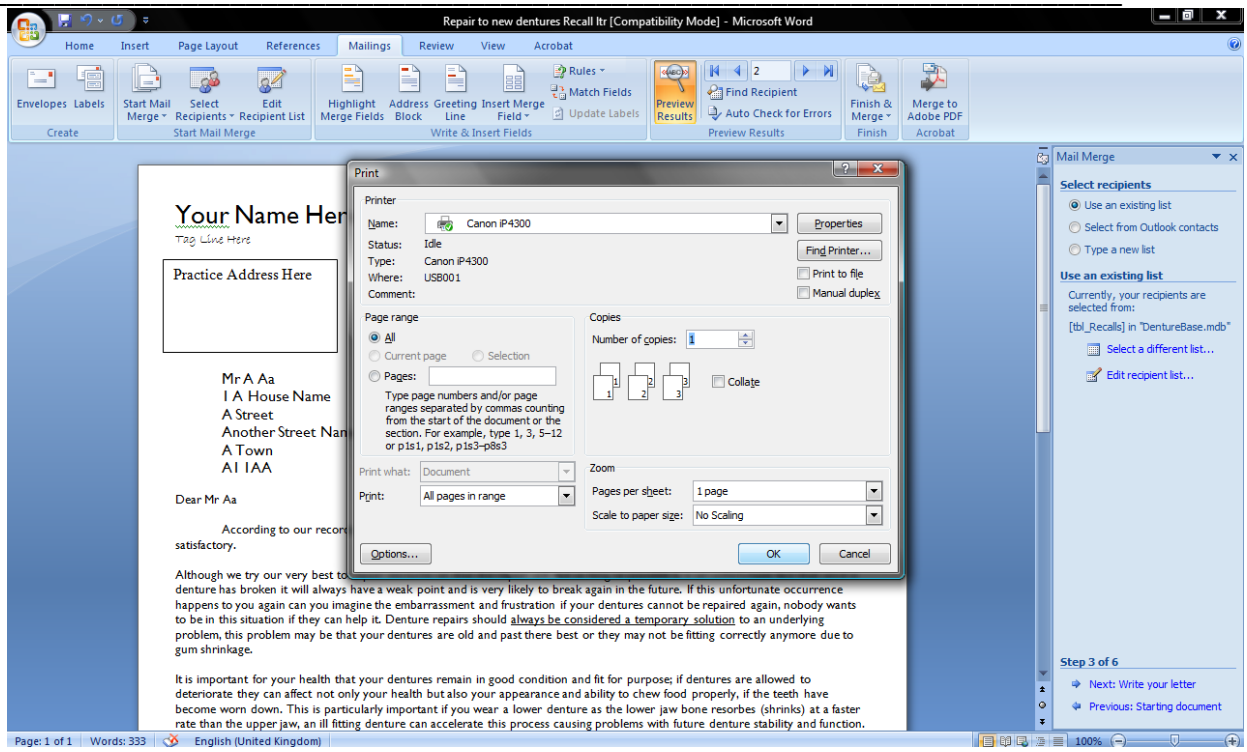
Mail Merge
Select recipients
Use an existing list
Select from Outlook contacts
Type a new list
Use an existing list
Currently, your recipients are selected from:
[tbl_Recalls] in "DentureBase.mdb"
Select a different list...
Edit recipient list...
Step 3 of 6
Next: Write your letter
Previous: Starting document
Page: 1 of 1
Words: 333
English (United Kingdom)
100%

39. Click 'OK'

40. Choose your printer and print the Patient Mailing

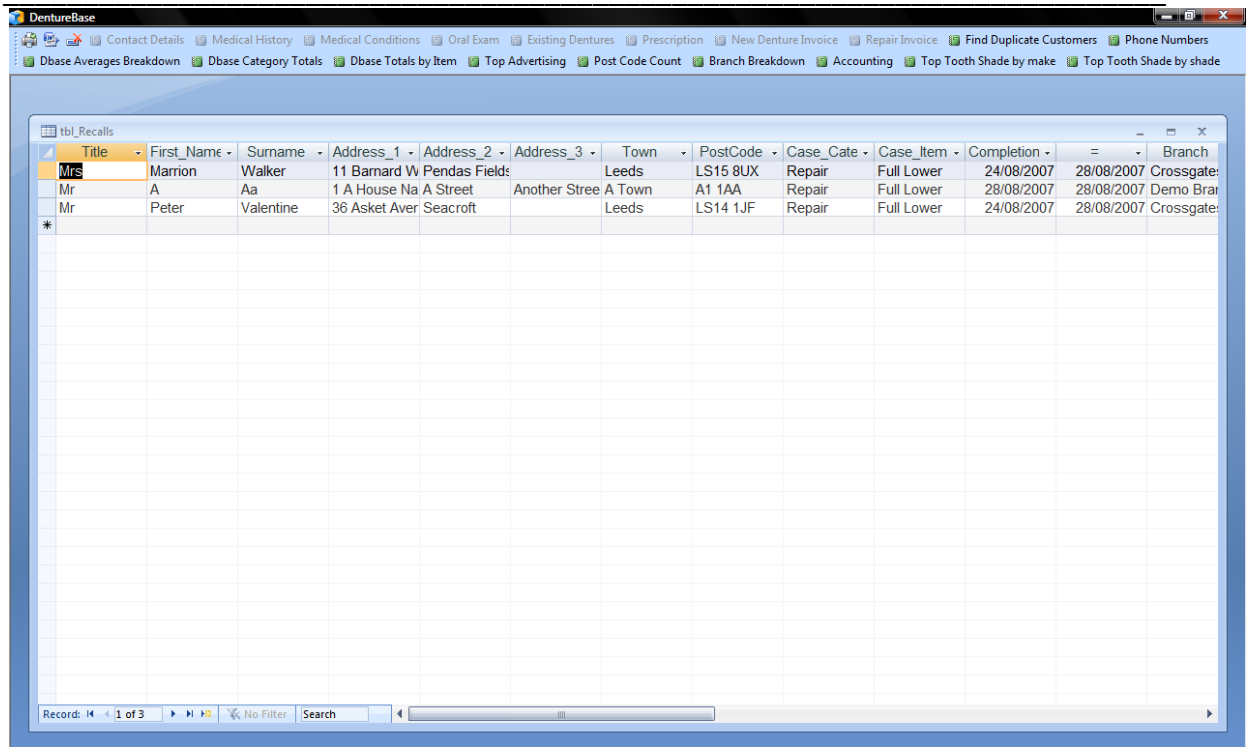


41. Place all letters in a windowed envelope and mail to your patients!!!

Congratulations you have just completed you first mass mailing.
As you gain experience using the powerful Mail Merge features you will soon see an increase in bottom line profits for very low cost, by tapping into your existing patient base and releasing the untapped financial resources they hold.
If you study the example letter templates you can see that very professional and complex mailings can be achieved.
The Publisher offers a Patient Mailings Service and one2one instruction on this aspect of DentureBase.

42. Close and Save the Letter Template to return to DentureBase

43. Close the Recall Table



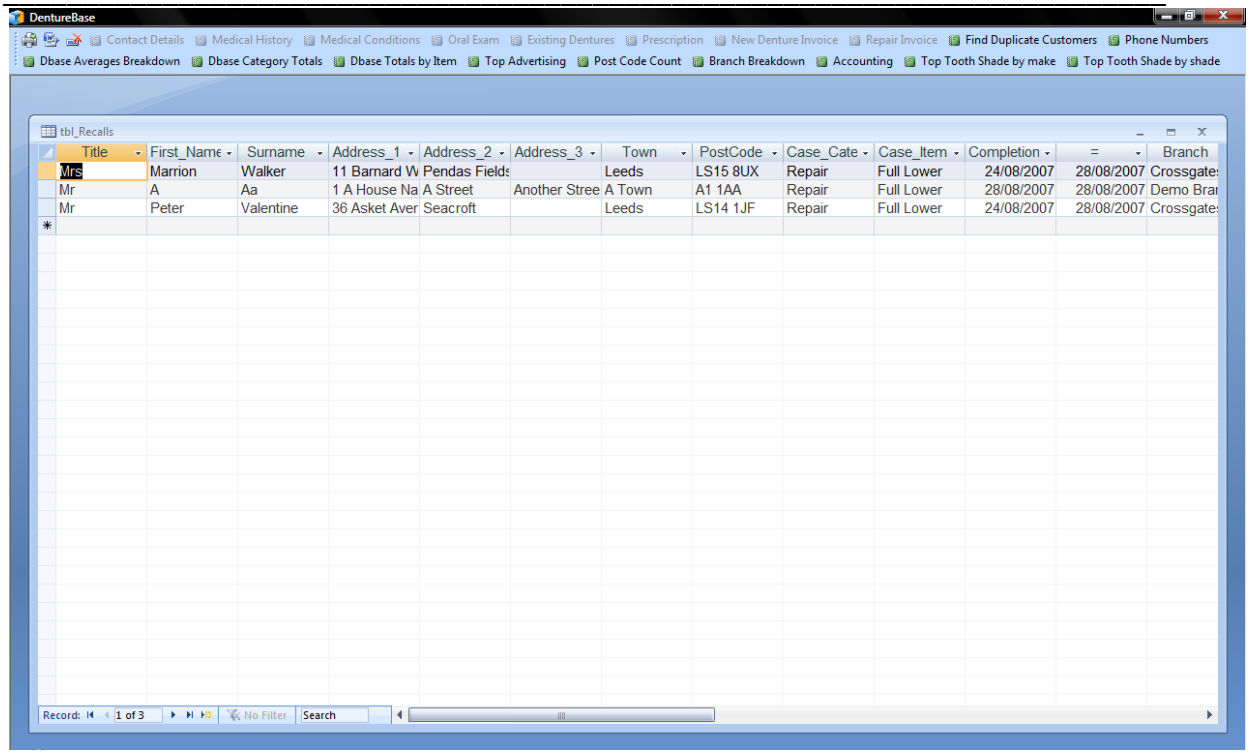
Creating a New Patient Mailing Letter

To create a new patient mailing letter,

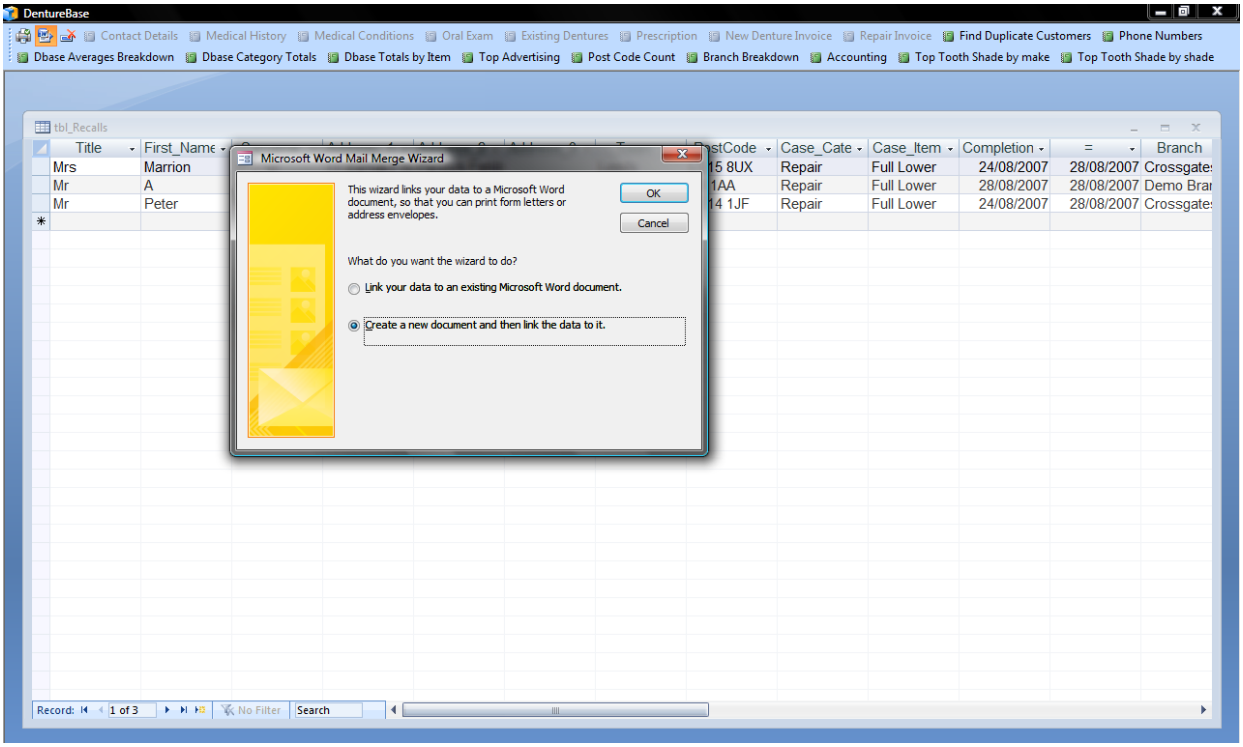
1. From ‘

, Click

button to enter the Recall / Marketing Utility
2. The first procedure we need to accomplish is setting the Patient Data for our new Letter. This is carried out as previously described.
3. When you have generated your Mail Merge table as described:
4. Click ‘**Office Links’** button to open the Mail Merge Utility

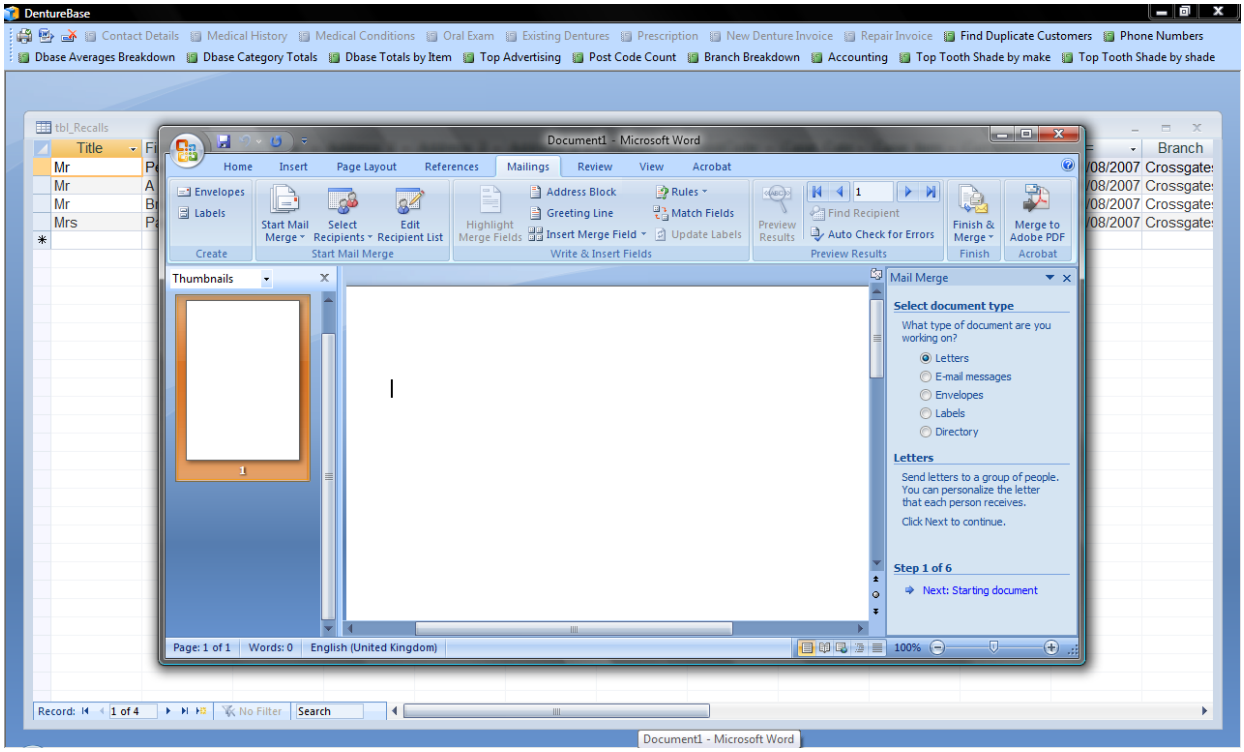


5. Click '**Create a New Document and Then Link the Data to it'**

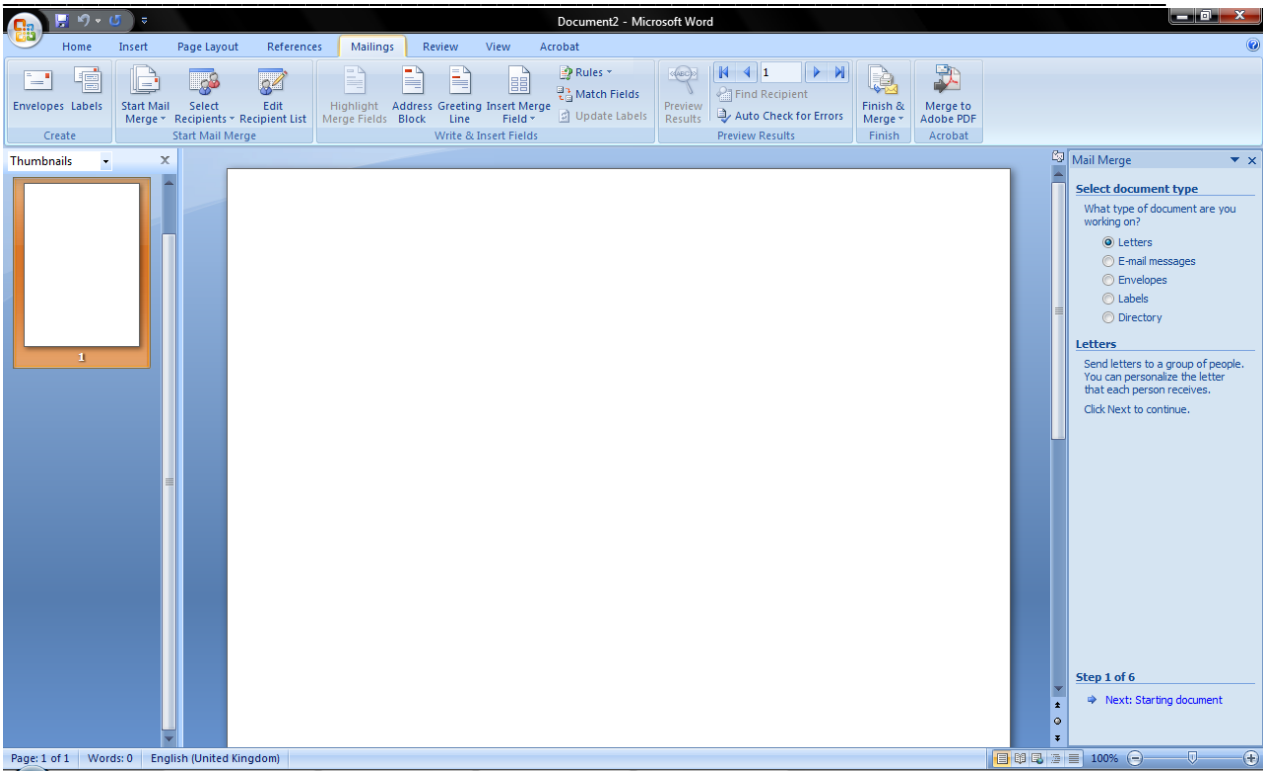


6. Click ‘OK’

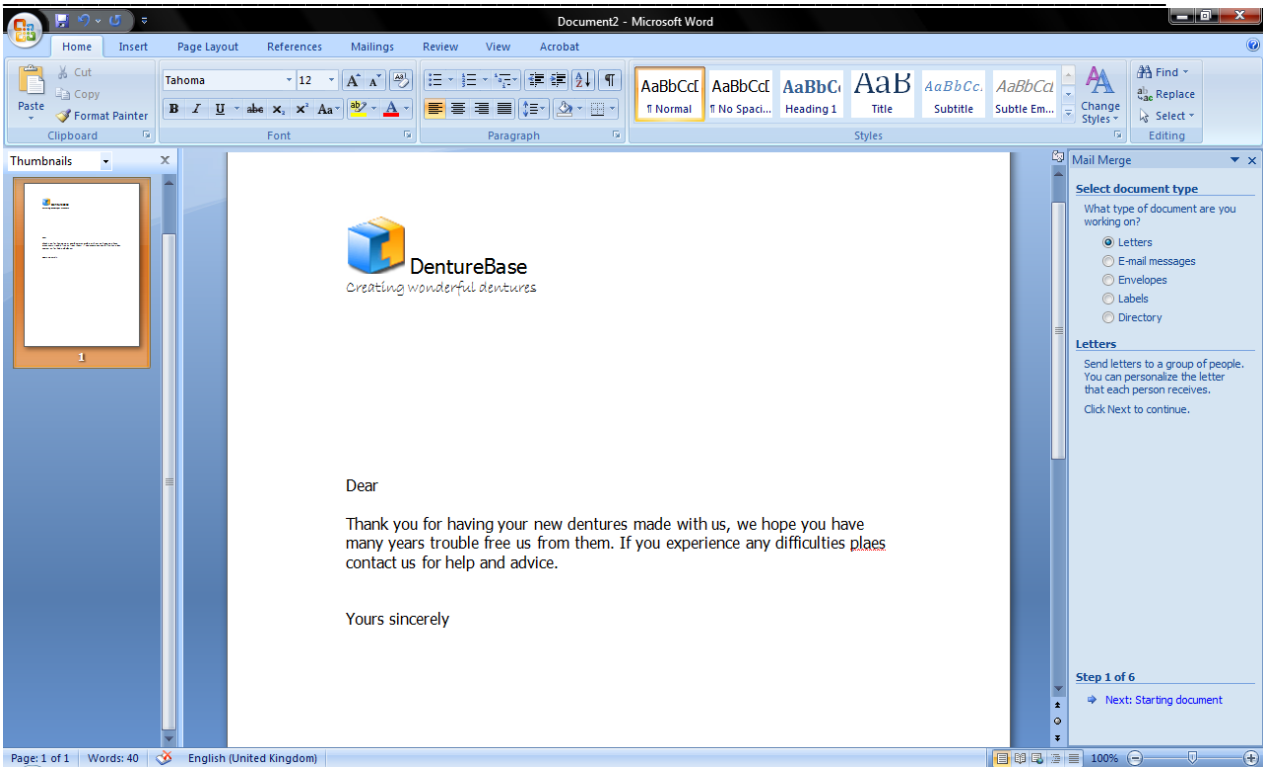
7. A blank page opens ready for letter text and patient data entry



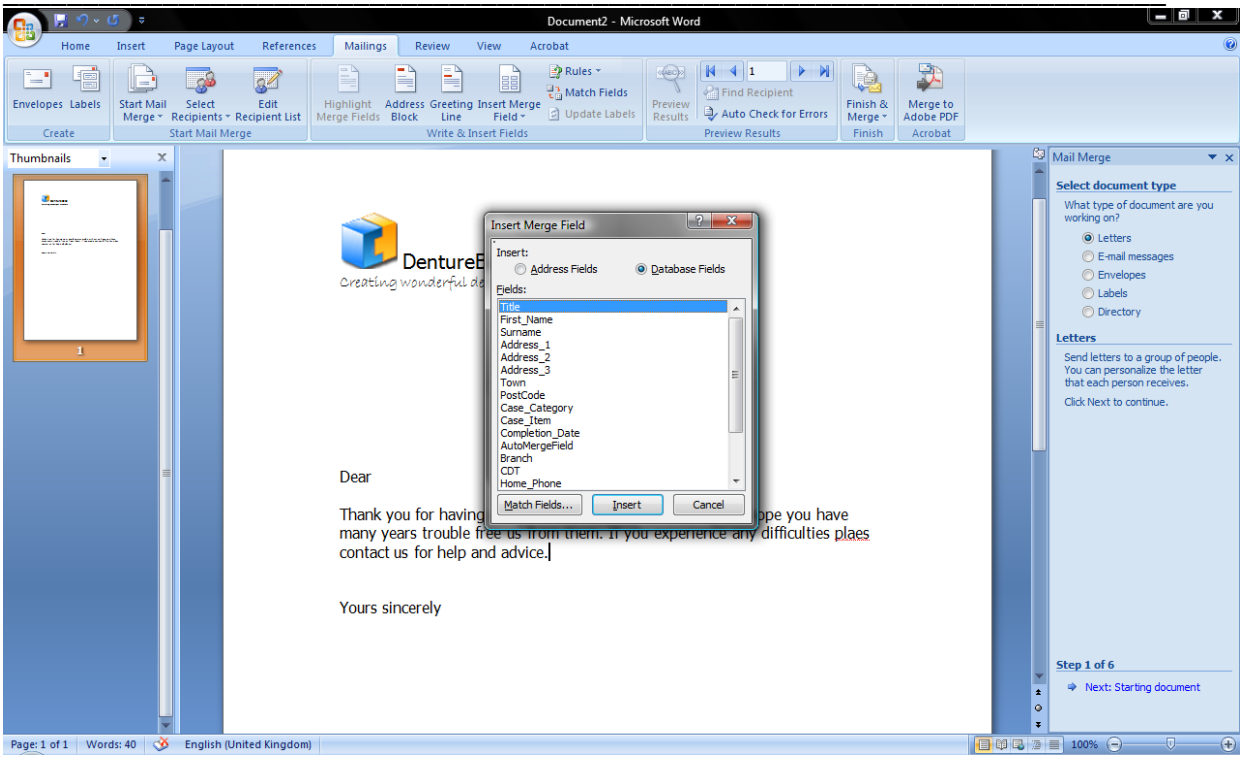
8. Click ‘**Mailings’**



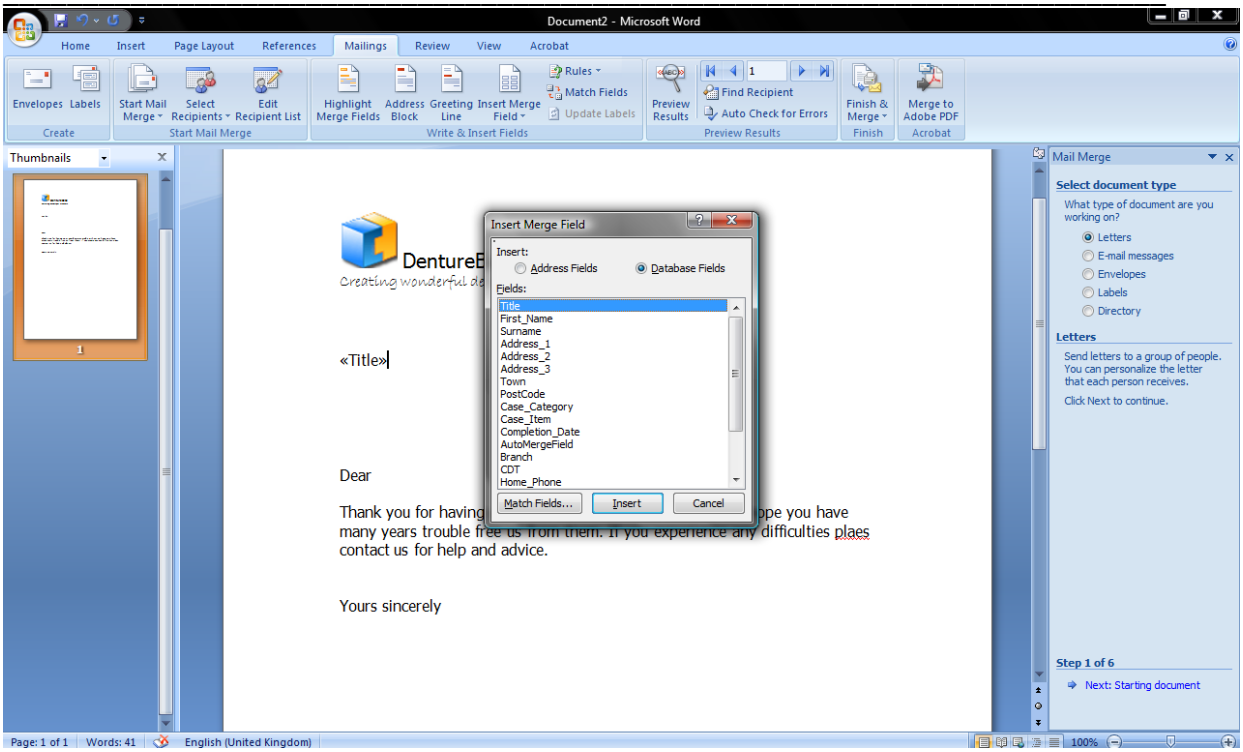
9. Type your letter '**body text'**



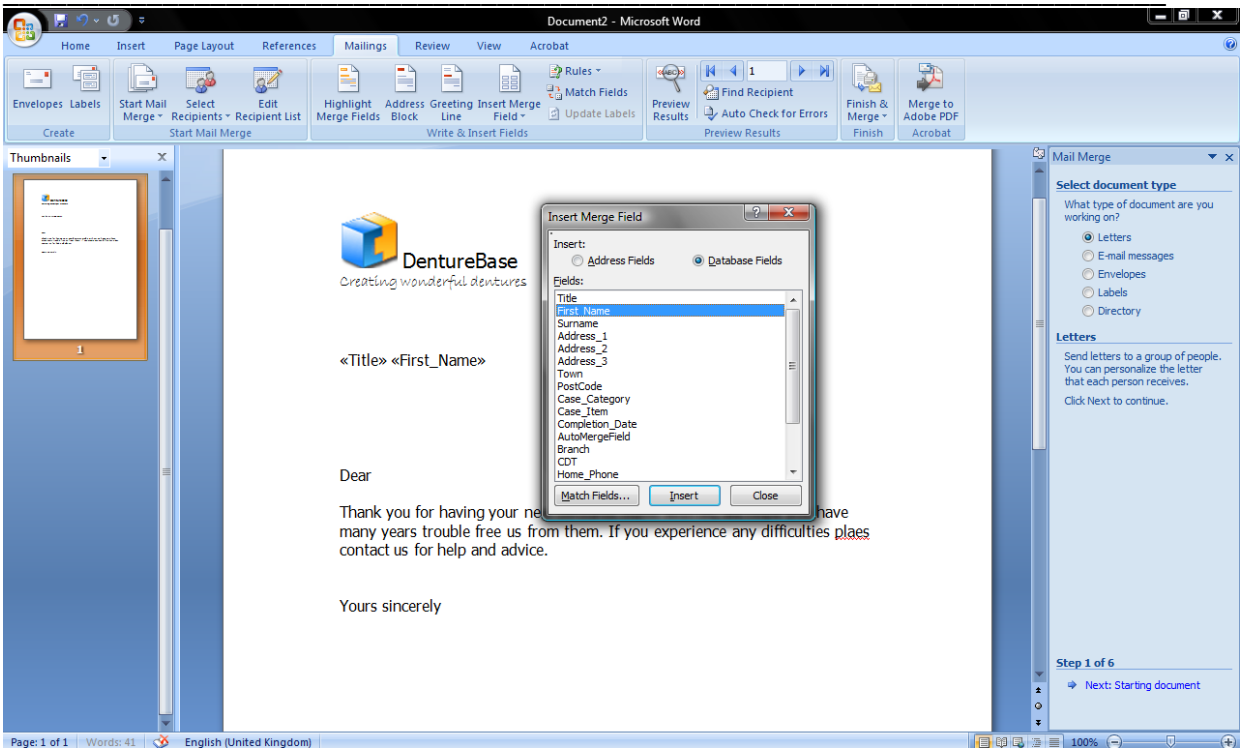
10. When you are happy with the message of your letter
11. Click '**Insert Merge Field'** to open the 'patient data fields' available for merging



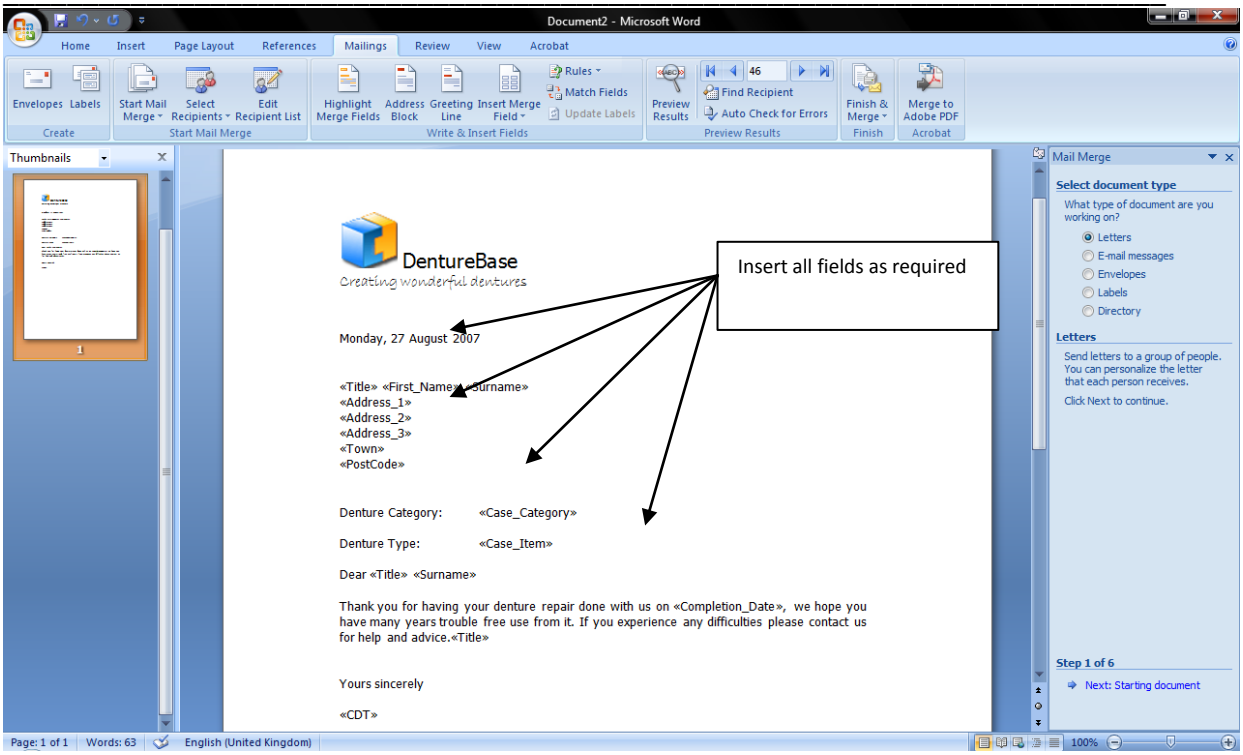
12. Click on '**Title'** on the field list
13. Click '**Insert'** to insert into your letter
14. Make sure that the cursor is in the correct position in your letter where you want the field to appear



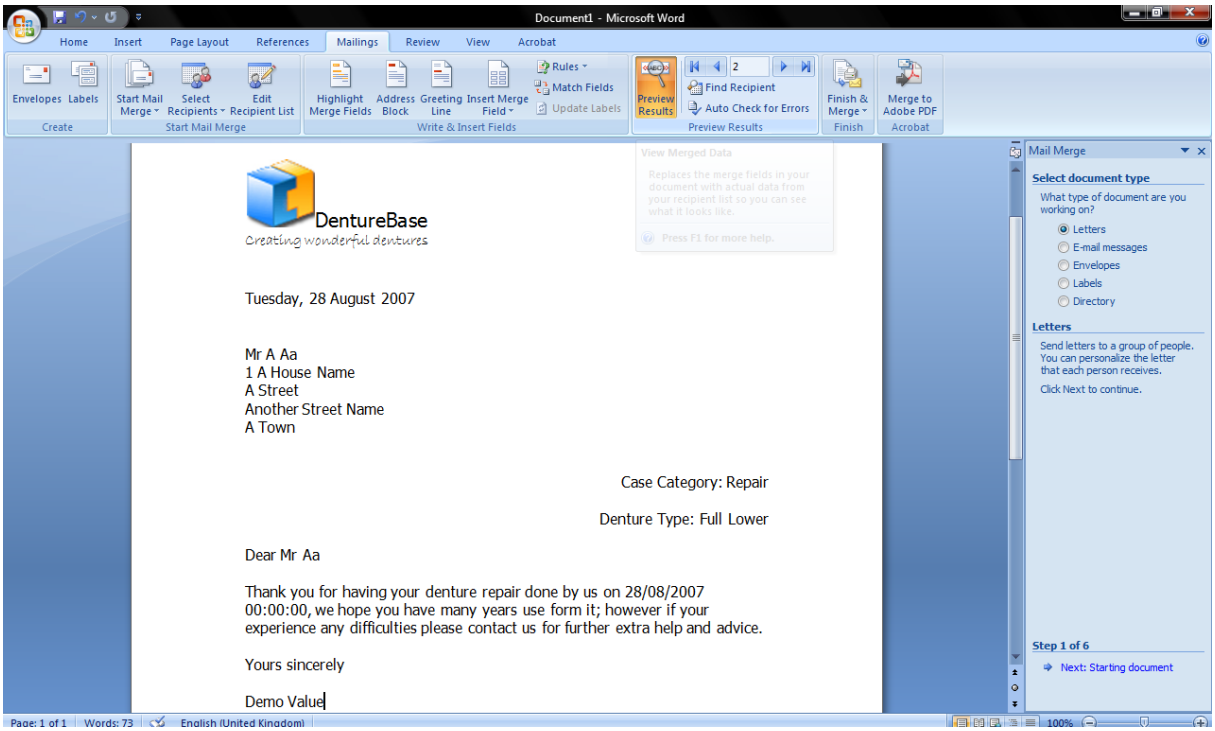
15. Press '**Space Bar'** to create a word space
16. Click '**Insert Merge Field** 'again
17. Click '**First Name'** from the merge fields list
18. Click '**Insert'** to insert in to letter



19. Repeat this process until all the fields you require are inserted into your letter, making sure your have placed space and formatting as your require e.g.

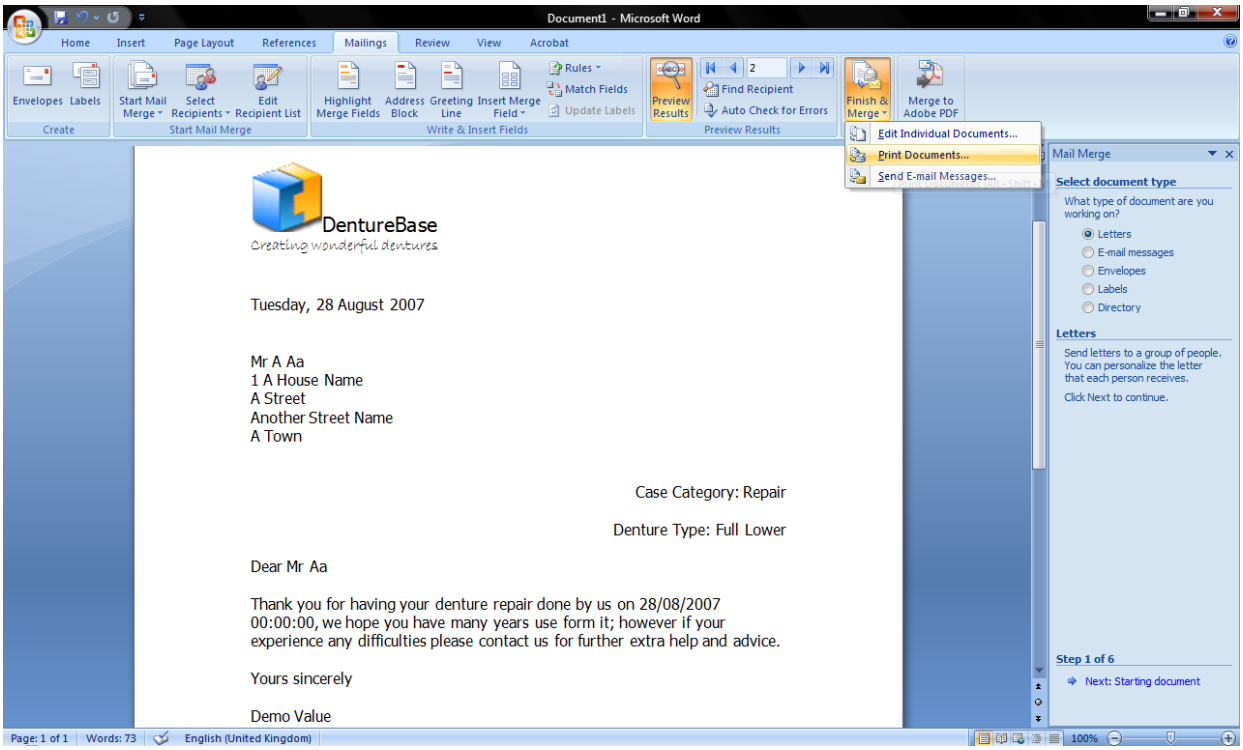


20. To view the patient information inserted into your letter, click '**Preview Results'** button


Document1 - Microsoft Word
DentureBase
Creating wonderful dentures
Tuesday, 28 August 2007
Mr A Aa
1 A House Name
A Street
Another Street Name
A Town
Case Category: Repair
Denture Type: Full Lower
Dear Mr Aa
Thank you for having your denture repair done by us on 28/08/2007 00:00:00, we hope you have many years use form it; however if your experience any difficulties please contact us for further extra help and advice.
Yours sincerely
Demo Value
Mail Merge
Select document type
Letters
Step 1 of 6

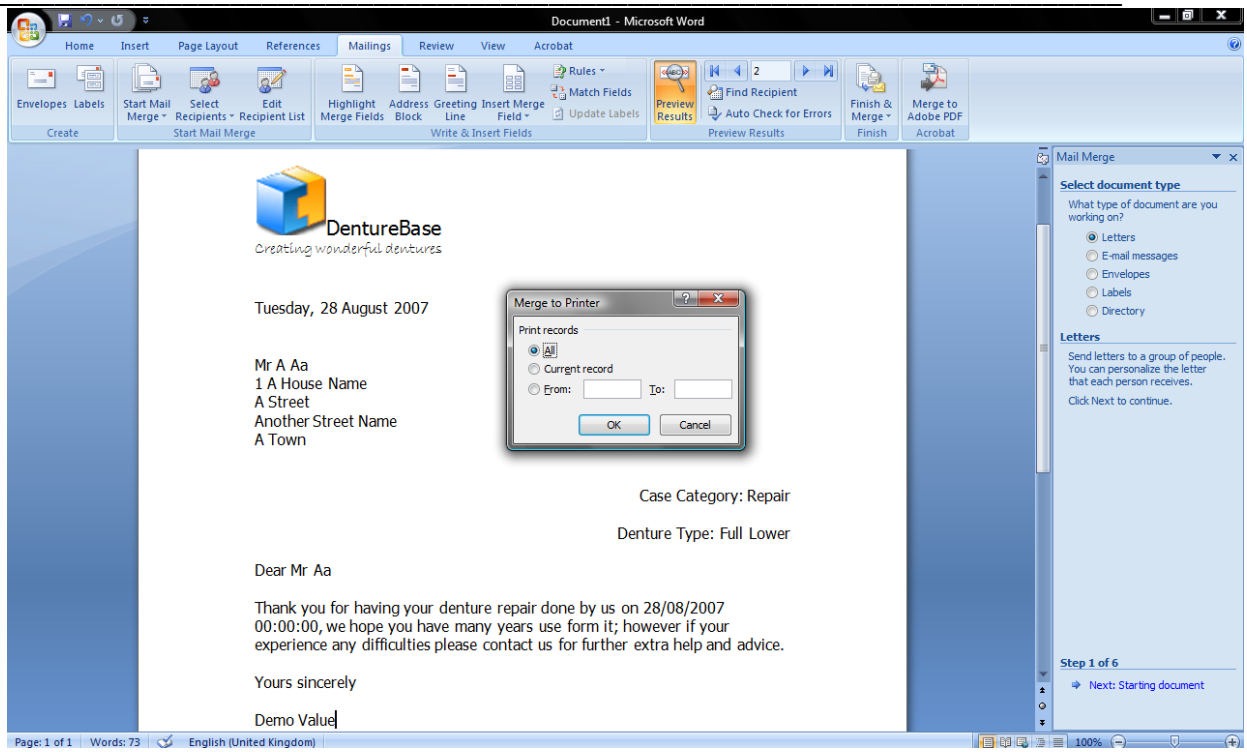
21. Patient information is inserted into letter

22. Click ‘Finish & Merge’ button

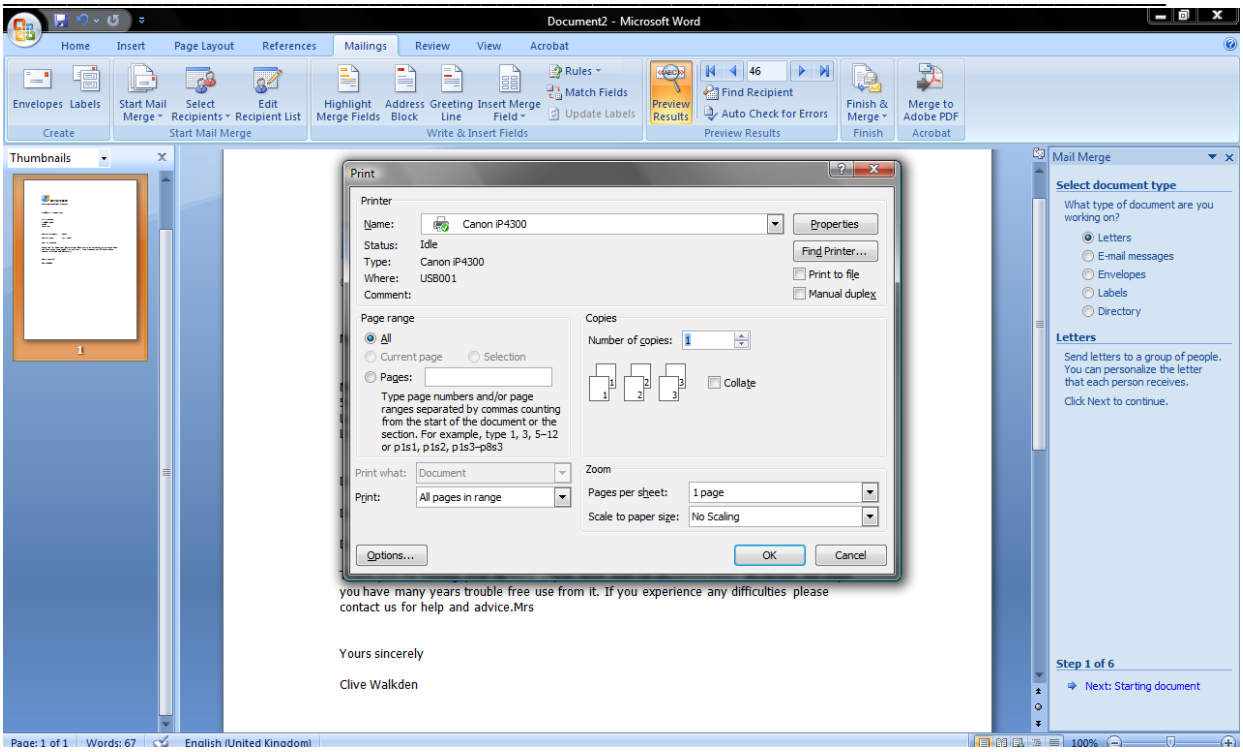

Document1 - Microsoft Word
Finish & Merge
Edit Individual Documents...
Print Documents...
Send E-mail Messages...
Mail Merge
Select document type
What type of document are you working on?
Letters
E-mail messages
Envelopes
Labels
Directory
Letters
Send letters to a group of people. You can personalize the letter that each person receives.
Click Next to continue.
Step 1 of 6
Next: Starting document
DentureBase
Creating wonderful dentures
Tuesday, 28 August 2007
Mr A Aa
1 A House Name
A Street
Another Street Name
A Town
Case Category: Repair
Denture Type: Full Lower
Dear Mr Aa
Thank you for having your denture repair done by us on 28/08/2007 00:00:00, we hope you have many years use form it; however if your experience any difficulties please contact us for further extra help and advice.
Yours sincerely
Demo Value

23. Click ‘**Print Document’**

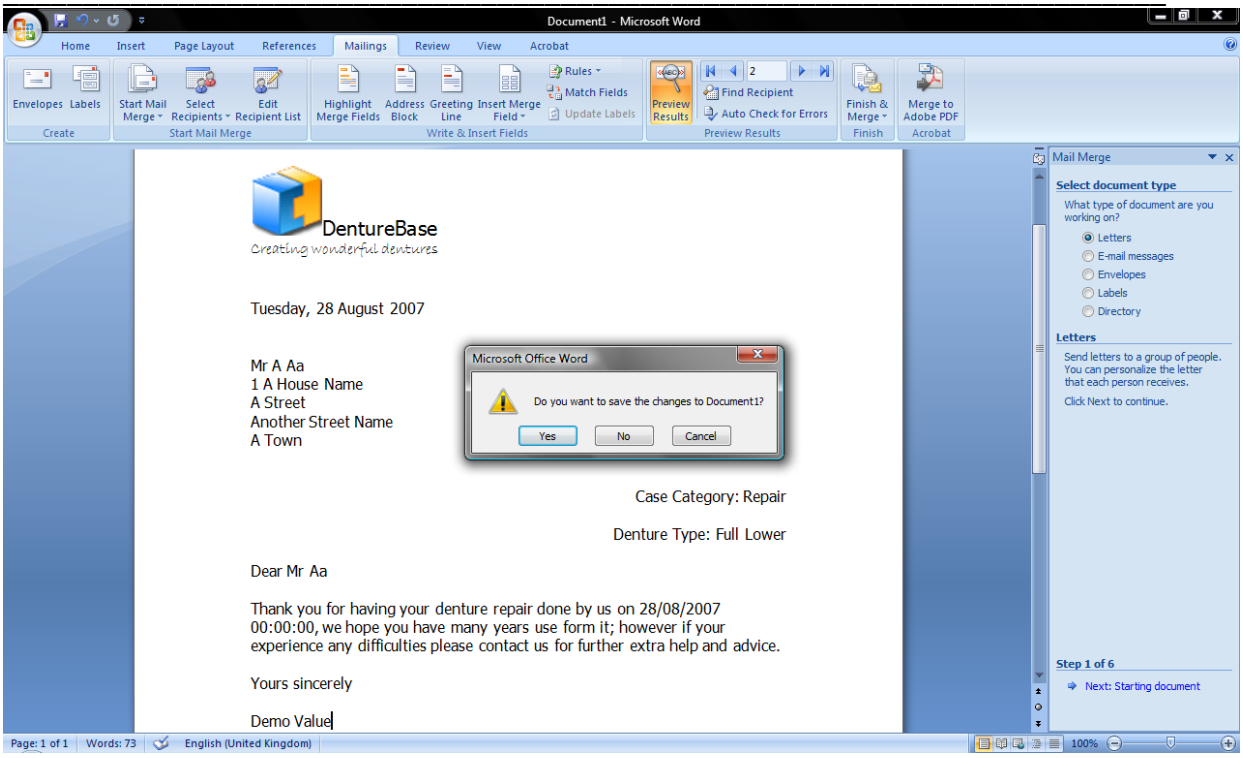
24. Click ‘All’



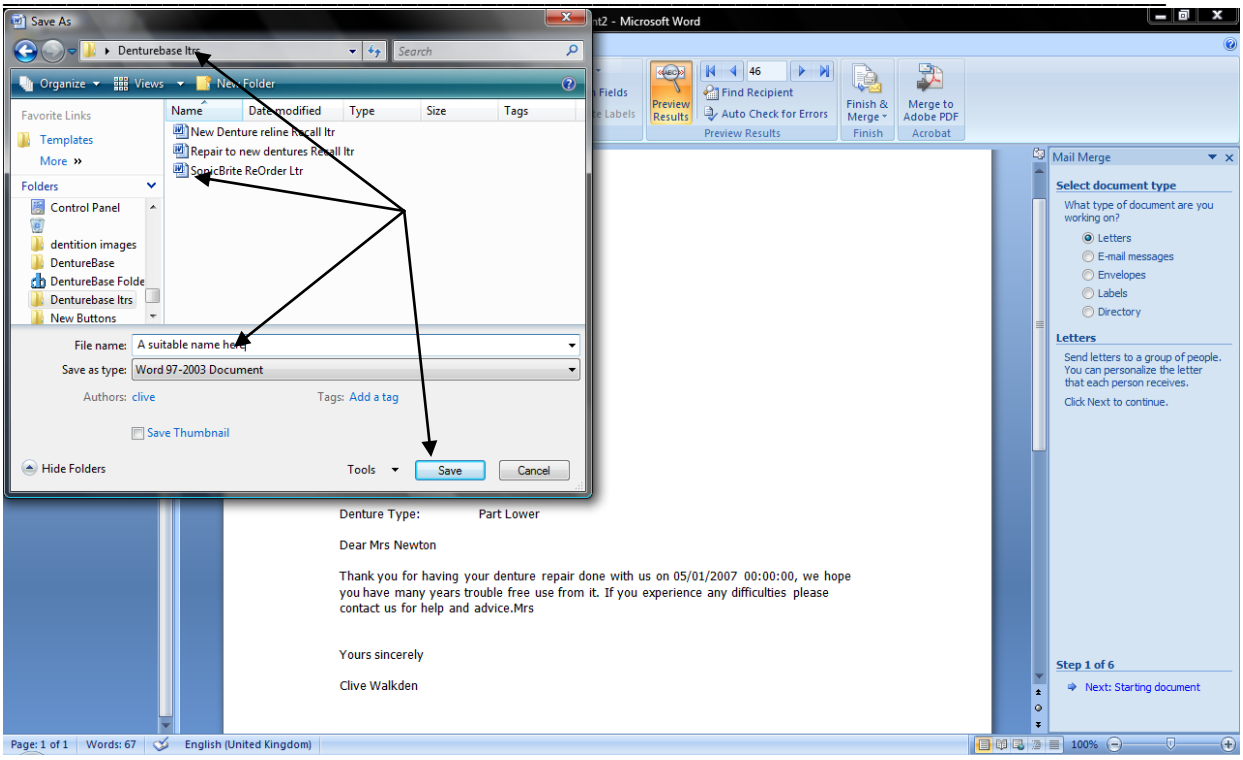
25. Click ‘OK’
26. Choose your printer
27. Click ‘OK’ to print letters to your selected patients.



28. After printing your Mail Merge letter
29. Close the letter
30. Choose Save



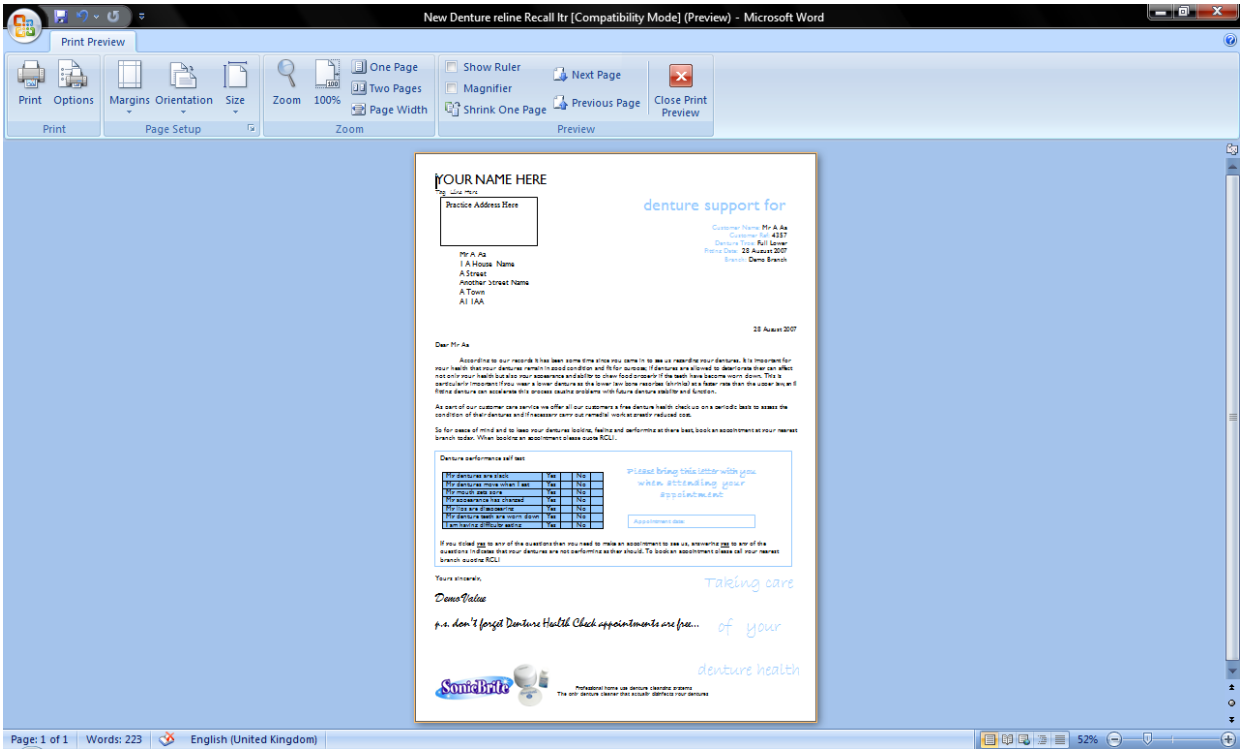
31. Save the new Patient letter to the ‘DentureBase Ltrs’ folder to use again for future mailings

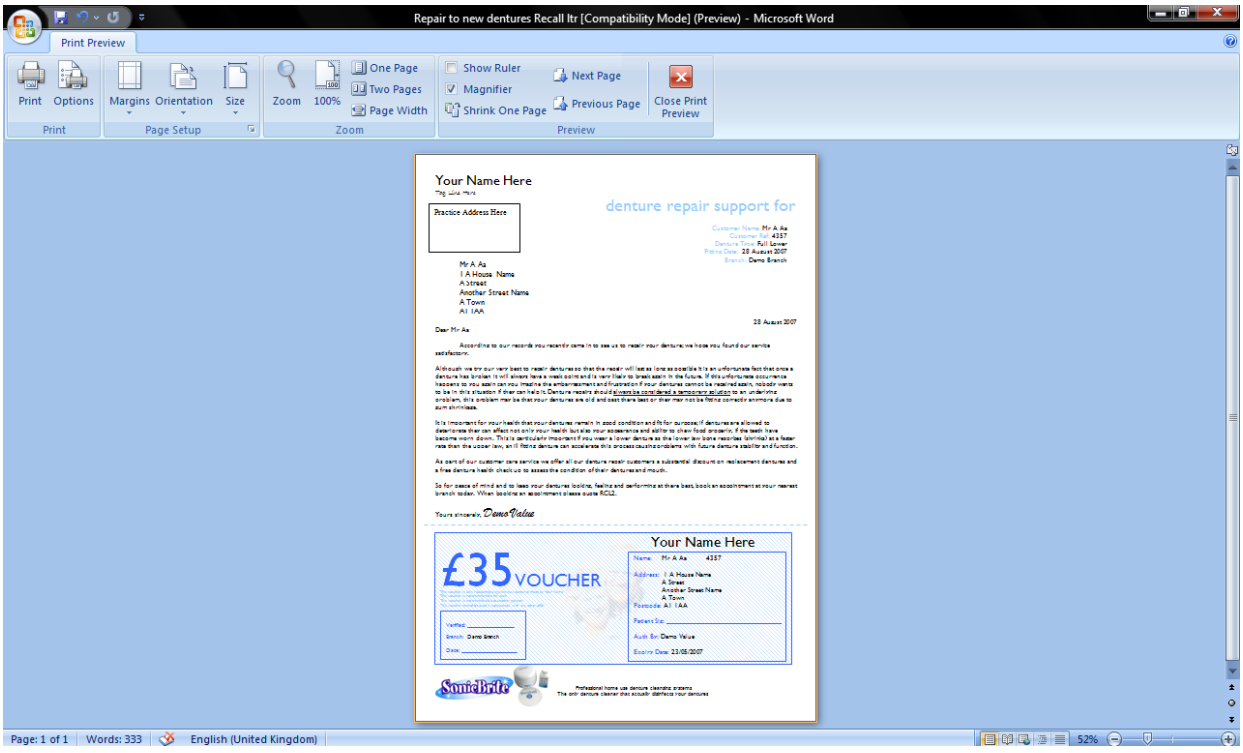


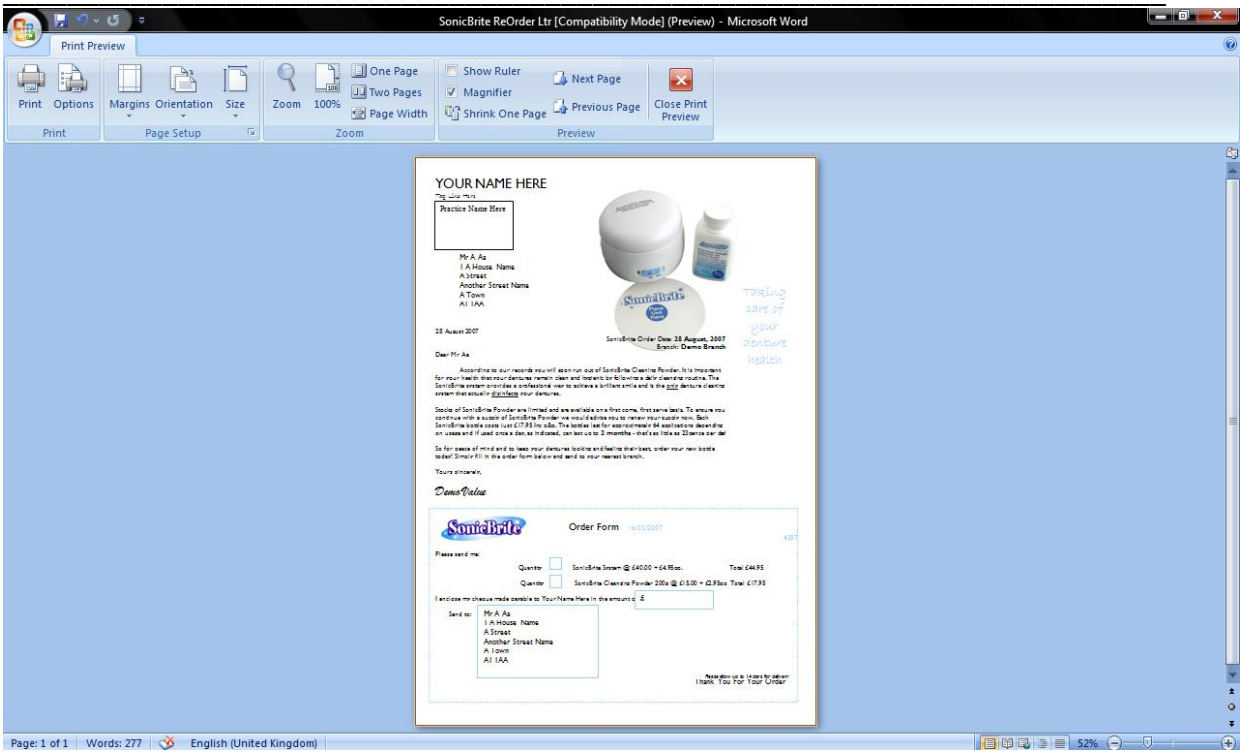
32. It's a good idea to save all your patient mailing letters to the same place for easy retrieval.
33. With practice and experimentation it is possible to create very professional look mailings using the methods described above.

Take a look at the example letters included in the DentureBase Ltrs folder to see the possibilities; however if you are having difficulties the Publisher offers a Patient Mailing and one2one tutorial service to Registered users.

Example Patient Mailing Letters







Practice Management & Analysis

The usefulness of ALL practice reports is completely dependent on the Quality and Accuracy of Patient Information. Therefore it is essential make sure you are inputting the correct information

Practice Analysis and Management Reporting

DentureBase includes several very powerful analysis tools to help streamline your practice. These features are directly controlled by the amount and quality of patient information you input. The information becomes more useful as the database grows in size and will show trends over a period of time

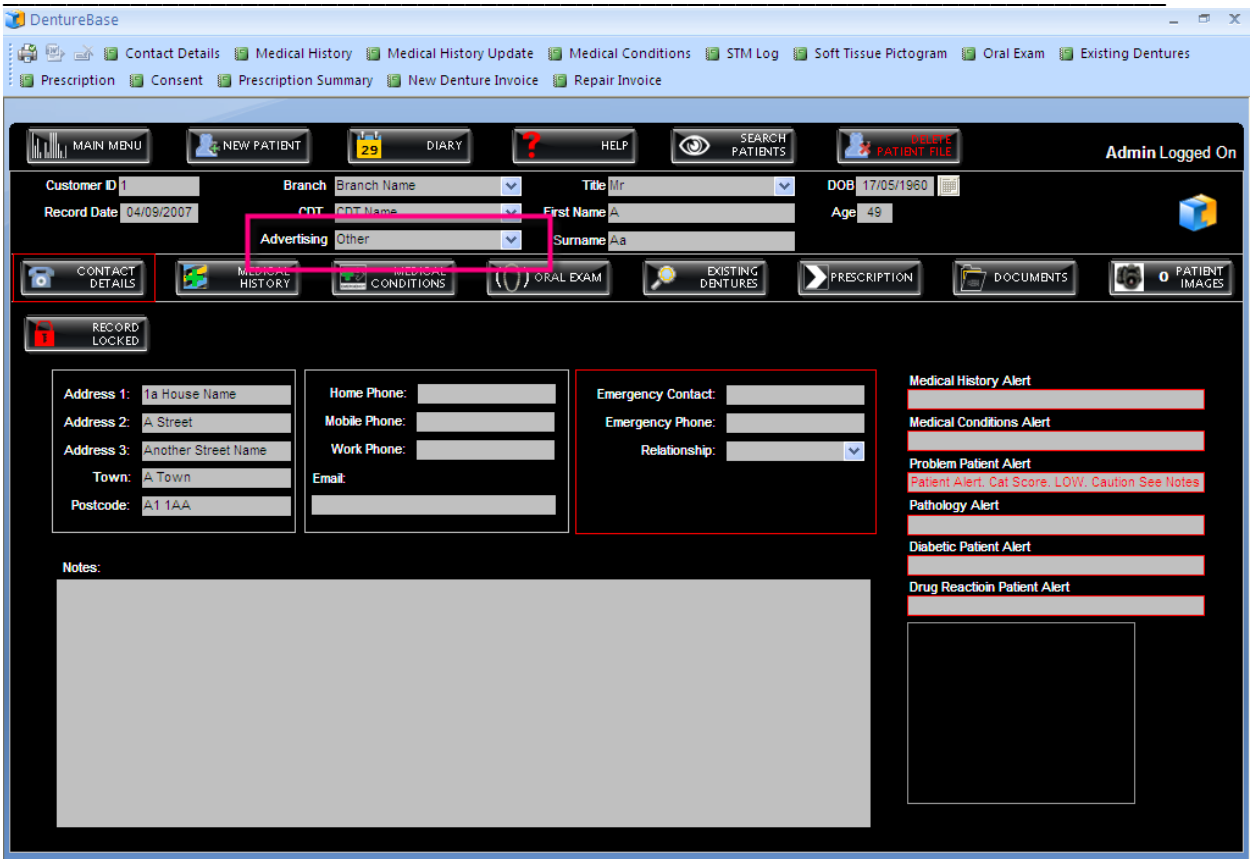
To summarize,

- All reports can be printed out.
- Dbase Averages Reports
- Dbase Averages Breakdown
- Shows average cost of Case Category by Case Item
- Dbase Category Totals
- Shows average cost of Case Categories and Total value of Entire Database
- Dbase Totals by Item
- Shows Total of Case Category by Case Item

Top Advertising Report

This shows where your patients are seeing your advertising over a period of time and as the database grows; this feature can have significant financial benefits to your bottom line profit.

- Helps target advertising campaigns more accurately
- Helps prevent financial wastage



As you try out a new advertising campaign enter the details into the Media Source drop down list e.g. Yellow Pages, Local Newspaper.

Post Code Count

- This shows where your patients are coming from and where they are *not* coming from.
- Ties in with Top Advertising report to help target add campaigns more accurately.
- Can have a direct benefit to bottom line profitability

Branch Breakdown

If you have multiple practices this report will show performance information between locations.

- How each location is performing relative to each other?
- Who is or is not performing?
- What they are under achieving on and by how much?

Practice Turnover/Income

A simple real time practice income report.

- Shows income based on user defined dates
- Shows income based on case category, case item and branch

Registering DentureBase

Registration is free for the first 12 months to CDTA members.
To register DentureBase please complete the ***Registration Form*** and return to:

Clinical Dental Technicians Association
12 Upper Street North
New Ash Green
Kent
DA3 8JR
Or email the Registration form to:
mailto:chris@clinicaldental.prodigynet.co.uk

Registration benefits are:
Get information on other services and updates
Full Support and Help
No Registration Nag Screen
Access to Password Facilities

For any registration questions contact the CDTA office
Tel: 01474 879430.
mailto:chris@clinicaldental.prodigynet.co.uk

Support

Should you have difficulties using the Software please consult this User Manual in the first instance.
If you cannot solve the problem please contact the CDTA Office during office hours for further help.
Tel: 01474 879430
mailto:chris@clinicaldental.prodigynet.co.uk
Please note that direct help and support is ONLY available to Registered Users.

Network

To install DentureBase as a Local Area Network (LAN):

Network connection is a separate service and requires an internet connection for the installation (high speed recommended).
Network Support
Contact the CDTA Office for network details and Information
Tel: 01474 879430
mailto:chris@clinicaldental.prodigynet.co.uk

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Licensee may access the registered version of DentureBase through a network, provided that Licensee has obtained individual licenses for the software covering all workstations that will access the software through the network. For instance, if 4 different workstations will access DentureBase on the network, each workstation must have its own DentureBase license, regardless of whether they use DentureBase at different times or concurrently.

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Other CDT Services

Here are some other useful practice services available to registered users of DentureBase.
Custom DentureBase Installation
Custom Network Installation
One 2 One tuition on DentureBase
Mail Merge and Direct Marketing Service
Advertising Production
Self Print Practice Brochures and Flyers
Self Print Patient Records paper format on disc
Practice Forms etc
For more information these services please contact:
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Suggestions

We would welcome any suggestions for improving DentureBase for future versions.
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